

## Consumer Survey 2014 Statewide Substance Abuse

Count	Statewide*	Response Count	Rate of Return
	7938	1202	15.1%

<i>Sorted by Total Served FY14</i>	Total Number Served	Response Count	Rate of Return
MRSI/Cornerstone	91	24	26.4%
Hot Springs County Counseling Services'	96	13	13.5%
Carbon County Counseling Center	165	30	18.2%
Big Horn Counseling	169	24	14.2%
Solutions for Life^	170	12	7.1%
High Country Behavioral Health Center	205	88	42.9%
Behavioral Health Services of Campbell County	214	52	24.3%
Volunteers of America (Sheridan)	251	52	20.7%
Cloud Peak Counseling Services	266	20	7.5%
Cedar Mountain Center	322	41	12.7%
Pathfinder	360	76	21.1%
Fremont Counseling Service	375	30	8.0%
Curran-Seeley Foundation	389	61	15.7%
Volunteers of America (FCCC)	464	27	5.8%
Northern Wyoming Mental Health Center	710	95	13.4%
Southwest Counseling Service	1002	161	16.1%
Peak Wellness Center	1176	197	16.8%
Central Wyoming Counseling Center	1454	199	13.7%

<i>Sorted by Rate of Return</i>	Total Served	Response Count	Rate of Return
High Country Behavioral Health Center	205	88	42.9%
MRSI/Cornerstone	91	24	26.4%
Behavioral Health Services of Campbell County	214	52	24.3%
Pathfinder	360	76	21.1%
Volunteers of America (Sheridan)	251	52	20.7%
Carbon County Counseling Center	165	30	18.2%
Peak Wellness Center	1176	197	16.8%
Southwest Counseling Service	1002	161	16.1%
Curran-Seeley Foundation	389	61	15.7%
<i>Statewide</i>	<i>7938</i>	<i>1202</i>	<i>15.1%</i>
Big Horn Counseling	169	24	14.2%
Central Wyoming Counseling Center	1454	199	13.7%
Hot Springs County Counseling Services'	96	13	13.5%
Northern Wyoming Mental Health Center	710	95	13.4%
Cedar Mountain Center	322	41	12.7%
Fremont Counseling Service	375	30	8.0%
Cloud Peak Counseling Services	266	20	7.5%
Solutions for Life^	170	12	7.1%
Volunteers of America (FCCC)	464	27	5.8%

*^ Results for centers with Response Count less than 20 not included in this report.*

*\* Statewide Total Served is from the Wyoming Client Information System (WCIS)*

*\*\* Rate of return is calculated by dividing the Response Count by the Total Served*

*Throughout document, Percent Agree is calculated without N/A.*

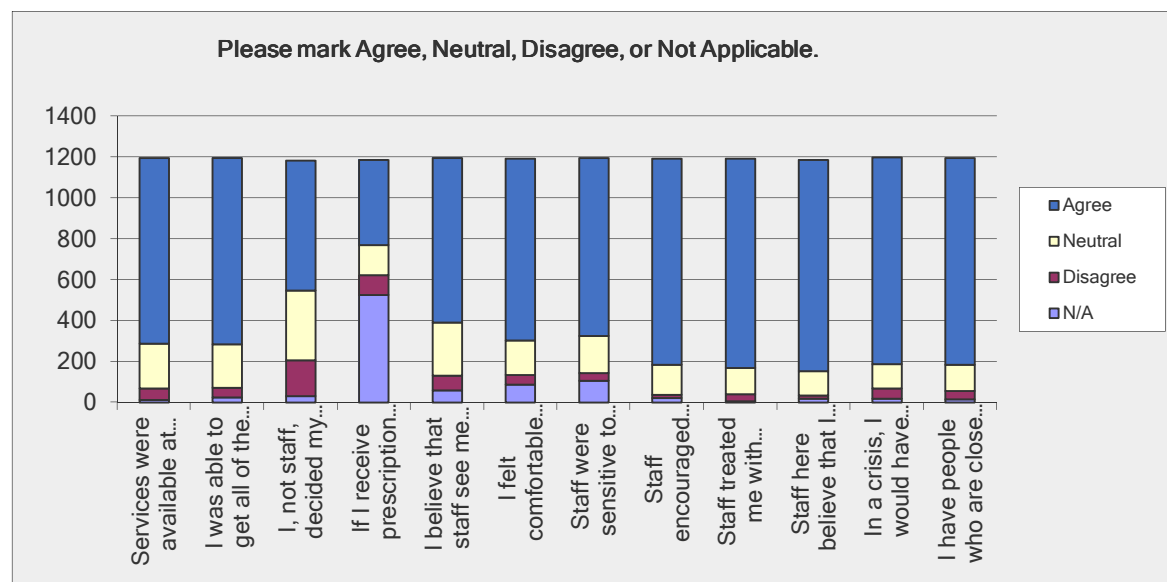
*Waiting Room Survey conducted May 12 - 30, 2014.*

*For more information: janet.jares@wyo.gov*

## Consumer Survey 2014 Statewide Substance Abuse

Please mark Agree, Neutral, Disagree, or Not Applicable.

Answer Options	Agree	Neutral	Disagree	N/A	Response Count	Count without N/A	Percent Agree
Services were available at times that were good for me.	905	220	57	12	1194	1182	76.6%
I was able to get all of the services I thought I needed.	910	213	47	26	1196	1170	77.8%
I, not staff, decided my treatment goals.	636	340	175	32	1183	1151	55.3%
If I receive prescription medicine, staff told me the	417	148	96	526	1187	661	63.1%
I believe that staff see me as a partner in my treatment.	805	261	71	59	1194	1137	70.8%
I felt comfortable asking questions about my treatment	890	170	47	86	1193	1107	80.4%
Staff were sensitive to my cultural/ethnic background	870	180	39	106	1195	1089	79.9%
Staff encouraged me to take responsibility for how I live	1008	147	16	22	1193	1171	86.1%
Staff treated me with respect.	1022	130	33	7	1192	1185	86.2%
Staff here believe that I can grow, change, and recover.	1035	118	16	18	1187	1169	88.5%
In a crisis, I would have the support I need from family or	1009	120	49	19	1197	1178	85.7%
I have people who are close to me who motivate and	1011	129	38	17	1195	1178	85.8%
<b>answered question</b>					<b>1202</b>		



Percent agree calculated without N/A

Overall Satisfaction  
77.1%

Percent agree all categories without N/A

## Consumer Survey 2014 Statewide Substance Abuse

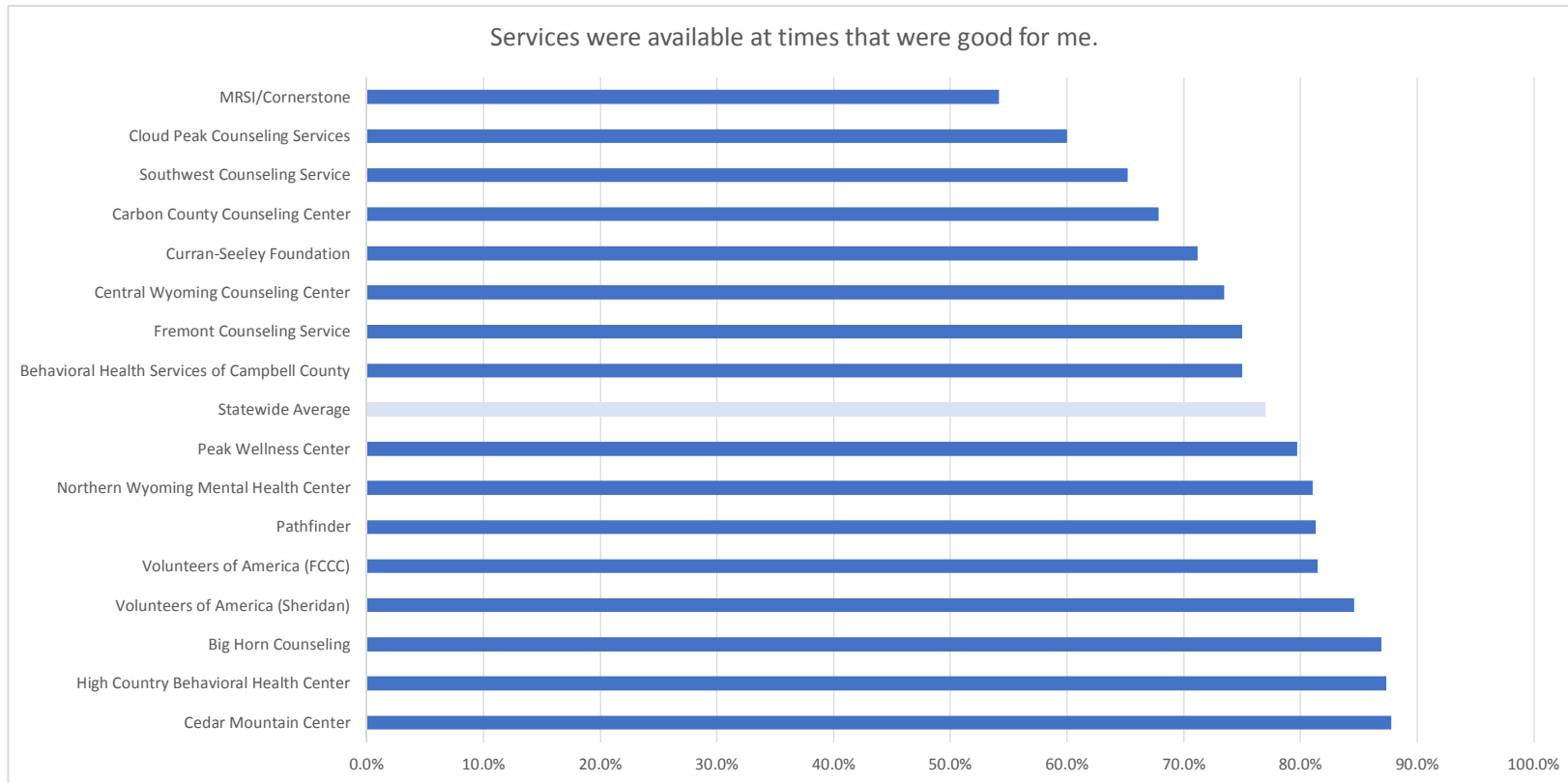
Services were available at times that were good for me.	Count without N/A	Percent Agree
	1182	76.6%

MRSI/Cornerstone	24	54.2%
Carbon County Counseling Center	28	67.9%
Big Horn Counseling	23	87.0%
High Country Behavioral Health Center	87	87.4%
Behavioral Health Services of Campbell County	48	75.0%
Volunteers of America (Sheridan)	52	84.6%
Cloud Peak Counseling Services	20	60.0%
Cedar Mountain Center	41	87.8%
Pathfinder	75	81.3%
Fremont Counseling Service	28	75.0%
Curran-Seeley Foundation	59	71.2%
Volunteers of America (FCCC)	27	81.5%
Northern Wyoming Mental Health Center	95	81.1%
Southwest Counseling Service	158	65.2%
Peak Wellness Center	197	79.7%
Central Wyoming Counseling Center	196	73.5%

Agency Average 77.2%

### *Sorted from high to low*

Cedar Mountain Center	41	87.8%
High Country Behavioral Health Center	87	87.4%
Big Horn Counseling	23	87.0%
Volunteers of America (Sheridan)	52	84.6%
Volunteers of America (FCCC)	27	81.5%
Pathfinder	75	81.3%
Northern Wyoming Mental Health Center	95	81.1%
Peak Wellness Center	197	79.7%
Statewide Average		77.0%
Behavioral Health Services of Campbell County	48	75.0%
Fremont Counseling Service	28	75.0%
Central Wyoming Counseling Center	196	73.5%
Curran-Seeley Foundation	59	71.2%
Carbon County Counseling Center	28	67.9%
Southwest Counseling Service	158	65.2%
Cloud Peak Counseling Services	20	60.0%
MRSI/Cornerstone	24	54.2%



## Consumer Survey 2014 Statewide Substance Abuse

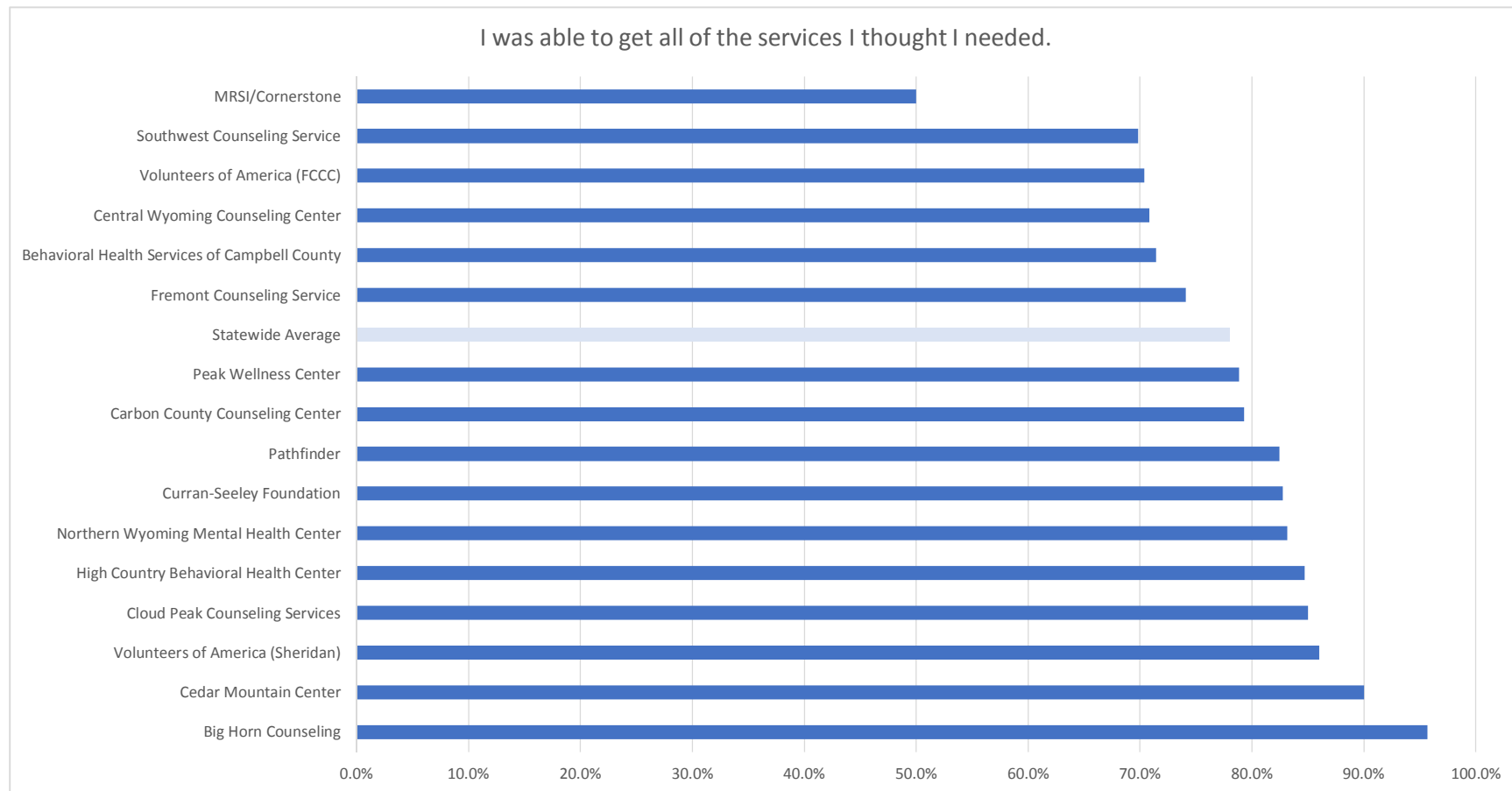
I was able to get all of the services I thought I needed.	Count without N/A	Percent Agree
	1170	77.8%

MRSI/Cornerstone	24	50.0%
Carbon County Counseling Center	29	79.3%
Big Horn Counseling	23	95.7%
High Country Behavioral Health Center	85	84.7%
Behavioral Health Services of Campbell County	49	71.4%
Volunteers of America (Sheridan)	50	86.0%
Cloud Peak Counseling Services	20	85.0%
Cedar Mountain Center	40	90.0%
Pathfinder	74	82.4%
Fremont Counseling Service	27	74.1%
Curran-Seeley Foundation	58	82.8%
Volunteers of America (FCCC)	27	70.4%
Northern Wyoming Mental Health Center	95	83.2%
Southwest Counseling Service	159	69.8%
Peak Wellness Center	194	78.9%
Central Wyoming Counseling Center	192	70.8%

Agency Average 80.3%

### *Sorted from high to low*

Big Horn Counseling	23	95.7%
Cedar Mountain Center	40	90.0%
Volunteers of America (Sheridan)	50	86.0%
Cloud Peak Counseling Services	20	85.0%
High Country Behavioral Health Center	85	84.7%
Northern Wyoming Mental Health Center	95	83.2%
Curran-Seeley Foundation	58	82.8%
Pathfinder	74	82.4%
Carbon County Counseling Center	29	79.3%
Peak Wellness Center	194	78.9%
Statewide Average		78.0%
Fremont Counseling Service	27	74.1%
Behavioral Health Services of Campbell County	49	71.4%
Central Wyoming Counseling Center	192	70.8%
Volunteers of America (FCCC)	27	70.4%
Southwest Counseling Service	159	69.8%
MRSI/Cornerstone	24	50.0%



## Consumer Survey 2014 Statewide Substance Abuse

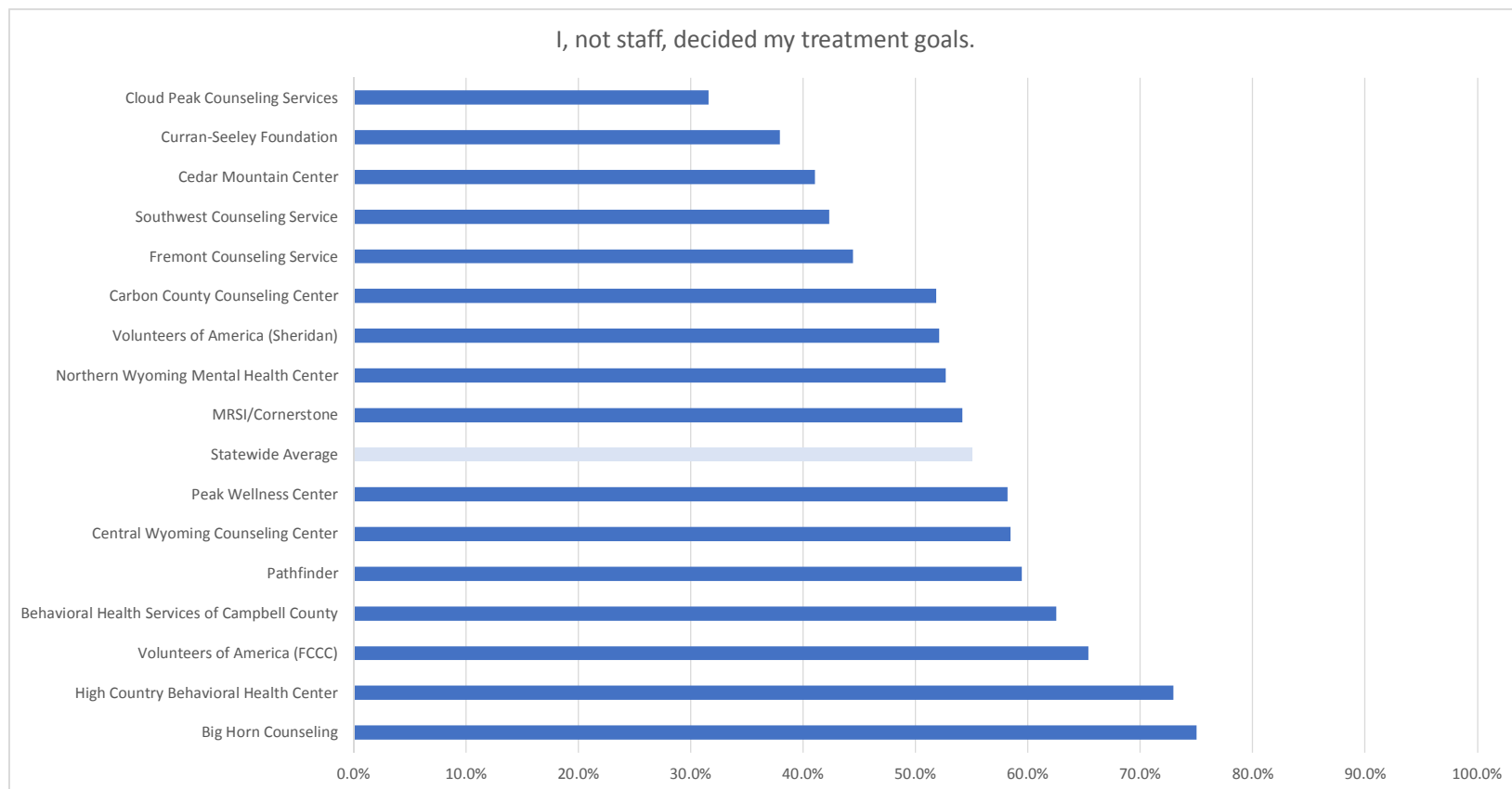
I, not staff, decided my treatment goals.	Count without N/A	Percent Agree
	1151	55.3%

MRSI/Cornerstone	24	54.2%
Carbon County Counseling Center	27	51.9%
Big Horn Counseling	24	75.0%
High Country Behavioral Health Center	85	72.9%
Behavioral Health Services of Campbell County	48	62.5%
Volunteers of America (Sheridan)	48	52.1%
Cloud Peak Counseling Services	19	31.6%
Cedar Mountain Center	39	41.0%
Pathfinder	74	59.5%
Fremont Counseling Service	27	44.4%
Curran-Seeley Foundation	58	37.9%
Volunteers of America (FCCC)	26	65.4%
Northern Wyoming Mental Health Center	93	52.7%
Southwest Counseling Service	156	42.3%
Peak Wellness Center	189	58.2%
Central Wyoming Counseling Center	190	58.4%

Agency Average 53.7%

### *Sorted from high to low*

Big Horn Counseling	24	75.0%
High Country Behavioral Health Center	85	72.9%
Volunteers of America (FCCC)	26	65.4%
Behavioral Health Services of Campbell County	48	62.5%
Pathfinder	74	59.5%
Central Wyoming Counseling Center	190	58.4%
Peak Wellness Center	189	58.2%
Statewide Average		55.0%
MRSI/Cornerstone	24	54.2%
Northern Wyoming Mental Health Center	93	52.7%
Volunteers of America (Sheridan)	48	52.1%
Carbon County Counseling Center	27	51.9%
Fremont Counseling Service	27	44.4%
Southwest Counseling Service	156	42.3%
Cedar Mountain Center	39	41.0%
Curran-Seeley Foundation	58	37.9%
Cloud Peak Counseling Services	19	31.6%





## Consumer Survey 2014 Statewide Substance Abuse

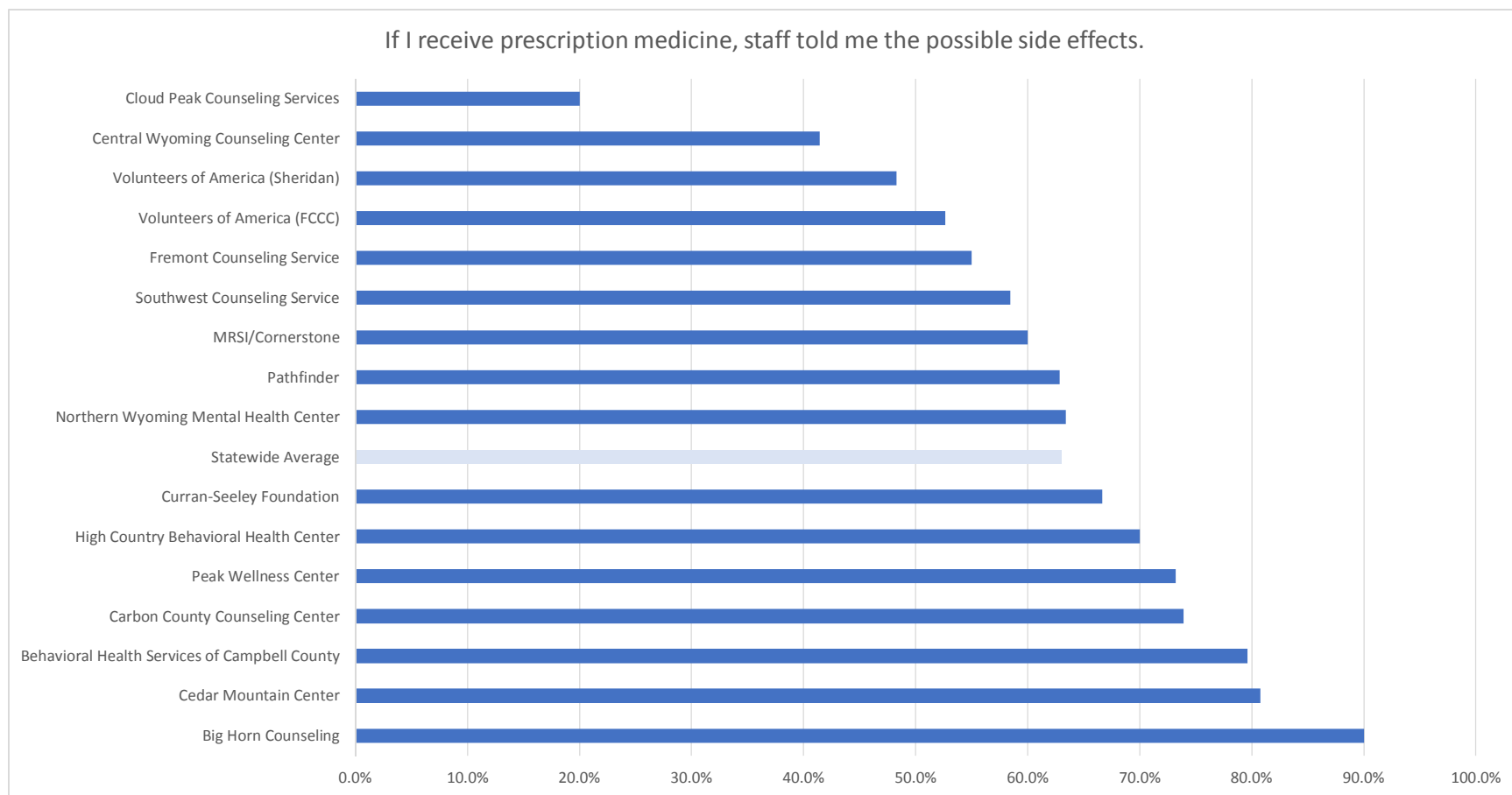
If I receive prescription medicine, staff told me the possible side effects.	Count without N/A	Percent Agree
	661	63.1%

MRSI/Cornerstone	15	60.0%
Carbon County Counseling Center	23	73.9%
Big Horn Counseling	20	90.0%
High Country Behavioral Health Center	40	70.0%
Behavioral Health Services of Campbell County	49	79.6%
Volunteers of America (Sheridan)	29	48.3%
Cloud Peak Counseling Services	5	20.0%
Cedar Mountain Center	26	80.8%
Pathfinder	35	62.9%
Fremont Counseling Service	20	55.0%
Curran-Seeley Foundation	45	66.7%
Volunteers of America (FCCC)	19	52.6%
Northern Wyoming Mental Health Center	41	63.4%
Southwest Counseling Service	89	58.4%
Peak Wellness Center	97	73.2%
Central Wyoming Counseling Center	99	41.4%

Agency Average 62.4%

### *Sorted from high to low*

Big Horn Counseling	20	90.0%
Cedar Mountain Center	26	80.8%
Behavioral Health Services of Campbell County	49	79.6%
Carbon County Counseling Center	23	73.9%
Peak Wellness Center	97	73.2%
High Country Behavioral Health Center	40	70.0%
Curran-Seeley Foundation	45	66.7%
Statewide Average		63.0%
Northern Wyoming Mental Health Center	41	63.4%
Pathfinder	35	62.9%
MRSI/Cornerstone	15	60.0%
Southwest Counseling Service	89	58.4%
Fremont Counseling Service	20	55.0%
Volunteers of America (FCCC)	19	52.6%
Volunteers of America (Sheridan)	29	48.3%
Central Wyoming Counseling Center	99	41.4%
Cloud Peak Counseling Services	5	20.0%



## Consumer Survey 2014 Statewide Substance Abuse

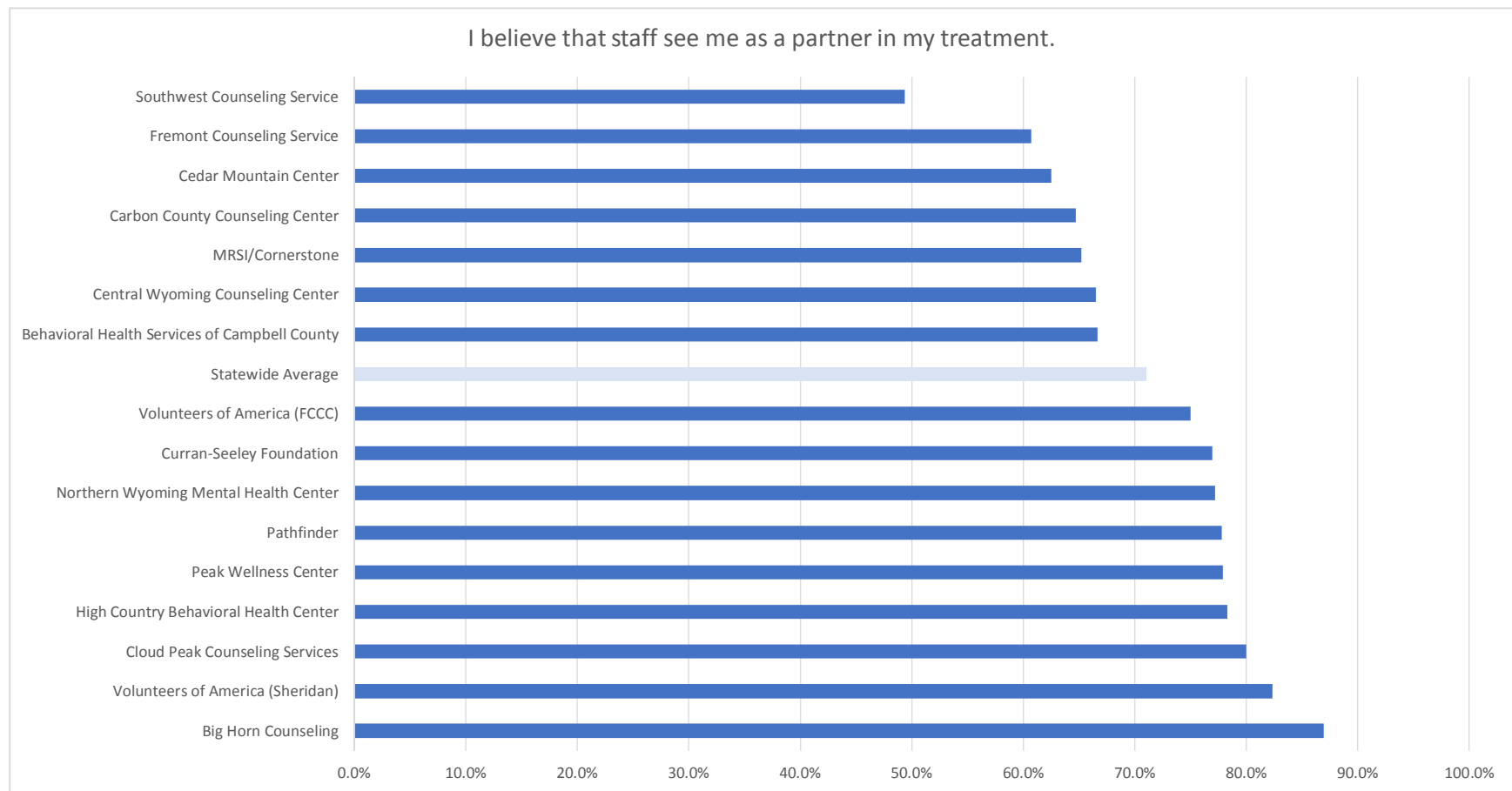
I believe that staff see me as a partner in my treatment.	Count without N/A	Percent Agree
	1137	70.8%

MRSI/Cornerstone	23	65.2%
Carbon County Counseling Center	17	64.7%
Big Horn Counseling	23	87.0%
High Country Behavioral Health Center	83	78.3%
Behavioral Health Services of Campbell County	48	66.7%
Volunteers of America (Sheridan)	51	82.4%
Cloud Peak Counseling Services	20	80.0%
Cedar Mountain Center	40	62.5%
Pathfinder	72	77.8%
Fremont Counseling Service	28	60.7%
Curran-Seeley Foundation	52	76.9%
Volunteers of America (FCCC)	24	75.0%
Northern Wyoming Mental Health Center	92	77.2%
Southwest Counseling Service	156	49.4%
Peak Wellness Center	190	77.9%
Central Wyoming Counseling Center	188	66.5%

Agency Average 72.2%

### *Sorted from high to low*

Big Horn Counseling	23	87.0%
Volunteers of America (Sheridan)	51	82.4%
Cloud Peak Counseling Services	20	80.0%
High Country Behavioral Health Center	83	78.3%
Peak Wellness Center	190	77.9%
Pathfinder	72	77.8%
Northern Wyoming Mental Health Center	92	77.2%
Curran-Seeley Foundation	52	76.9%
Volunteers of America (FCCC)	24	75.0%
Statewide Average		71.0%
Behavioral Health Services of Campbell County	48	66.7%
Central Wyoming Counseling Center	188	66.5%
MRSI/Cornerstone	23	65.2%
Carbon County Counseling Center	17	64.7%
Cedar Mountain Center	40	62.5%
Fremont Counseling Service	28	60.7%
Southwest Counseling Service	156	49.4%



## Consumer Survey 2014 Statewide Substance Abuse

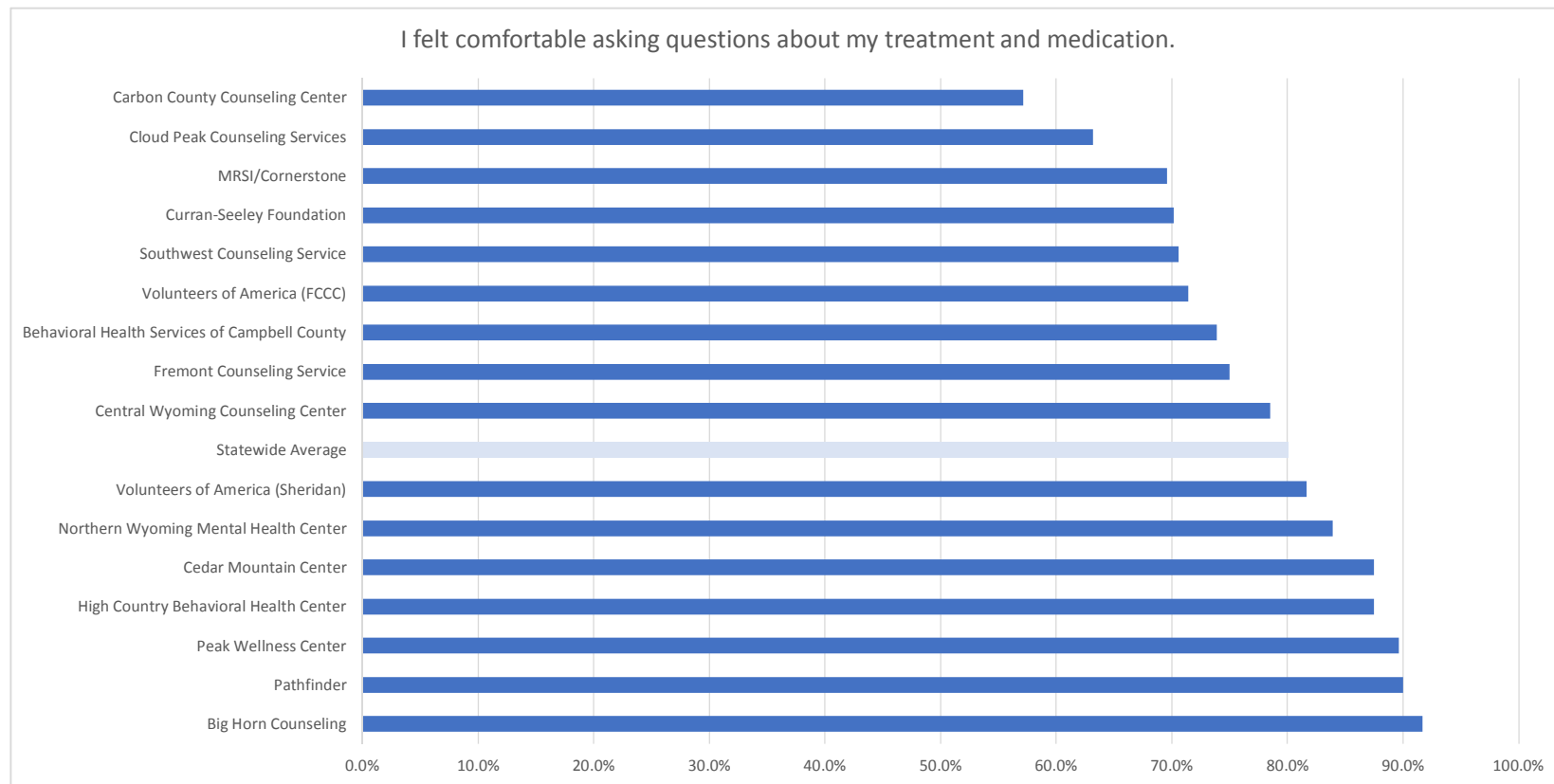
I felt comfortable asking questions about my treatment and medication.	Count without N/A	Percent Agree
	1107	80.4%

MRSI/Cornerstone	23	69.6%
Carbon County Counseling Center	28	57.1%
Big Horn Counseling	24	91.7%
High Country Behavioral Health Center	80	87.5%
Behavioral Health Services of Campbell County	46	73.9%
Volunteers of America (Sheridan)	49	81.6%
Cloud Peak Counseling Services	19	63.2%
Cedar Mountain Center	40	87.5%
Pathfinder	70	90.0%
Fremont Counseling Service	28	75.0%
Curran-Seeley Foundation	57	70.2%
Volunteers of America (FCCC)	21	71.4%
Northern Wyoming Mental Health Center	87	83.9%
Southwest Counseling Service	153	70.6%
Peak Wellness Center	183	89.6%
Central Wyoming Counseling Center	177	78.5%

Agency Average 78.1%

### *Sorted from high to low*

Big Horn Counseling	24	91.7%
Pathfinder	70	90.0%
Peak Wellness Center	183	89.6%
High Country Behavioral Health Center	80	87.5%
Cedar Mountain Center	40	87.5%
Northern Wyoming Mental Health Center	87	83.9%
Volunteers of America (Sheridan)	49	81.6%
Statewide Average		80.0%
Central Wyoming Counseling Center	177	78.5%
Fremont Counseling Service	28	75.0%
Behavioral Health Services of Campbell County	46	73.9%
Volunteers of America (FCCC)	21	71.4%
Southwest Counseling Service	153	70.6%
Curran-Seeley Foundation	57	70.2%
MRSI/Cornerstone	23	69.6%
Cloud Peak Counseling Services	19	63.2%
Carbon County Counseling Center	28	57.1%



## Consumer Survey 2014 Statewide Substance Abuse

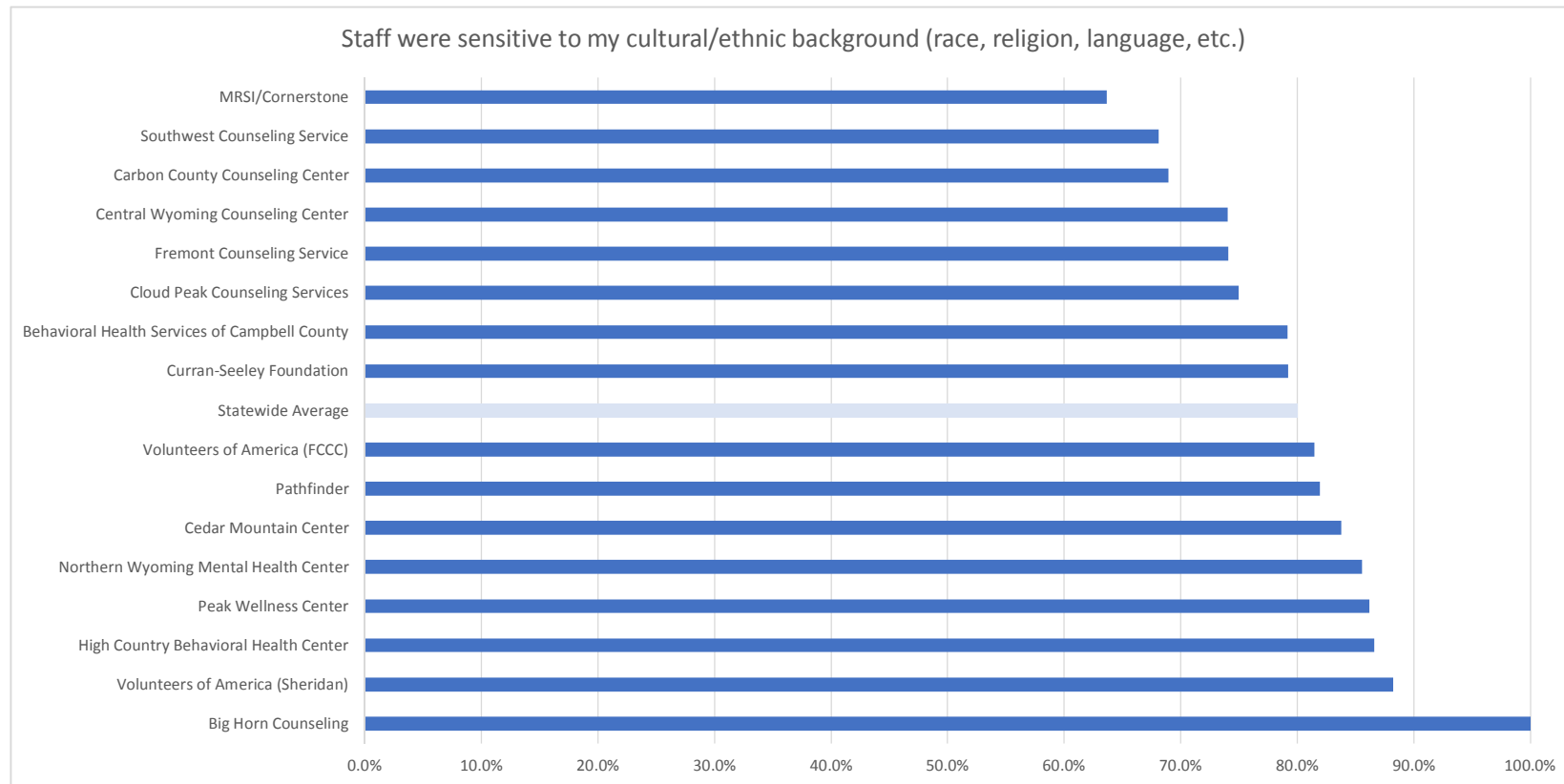
Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	Count without N/A	Percent Agree
	1089	79.9%

MRSI/Cornerstone	22	63.6%
Carbon County Counseling Center	29	69.0%
Big Horn Counseling	21	100.0%
High Country Behavioral Health Center	82	86.6%
Behavioral Health Services of Campbell County	48	79.2%
Volunteers of America (Sheridan)	51	88.2%
Cloud Peak Counseling Services	16	75.0%
Cedar Mountain Center	37	83.8%
Pathfinder	72	81.9%
Fremont Counseling Service	27	74.1%
Curran-Seeley Foundation	53	79.2%
Volunteers of America (FCCC)	27	81.5%
Northern Wyoming Mental Health Center	83	85.5%
Southwest Counseling Service	141	68.1%
Peak Wellness Center	181	86.2%
Central Wyoming Counseling Center	177	74.0%

Agency Average 80.8%

### *Sorted from high to low*

Big Horn Counseling	21	100.0%
Volunteers of America (Sheridan)	51	88.2%
High Country Behavioral Health Center	82	86.6%
Peak Wellness Center	181	86.2%
Northern Wyoming Mental Health Center	83	85.5%
Cedar Mountain Center	37	83.8%
Pathfinder	72	81.9%
Volunteers of America (FCCC)	27	81.5%
Statewide Average		80.0%
Curran-Seeley Foundation	53	79.2%
Behavioral Health Services of Campbell County	48	79.2%
Cloud Peak Counseling Services	16	75.0%
Fremont Counseling Service	27	74.1%
Central Wyoming Counseling Center	177	74.0%
Carbon County Counseling Center	29	69.0%
Southwest Counseling Service	141	68.1%
MRSI/Cornerstone	22	63.6%





## Consumer Survey 2014 Statewide Substance Abuse

Staff encouraged me to take responsibility for how I live my life.	Count without N/A	Percent Agree
	1171	86.1%

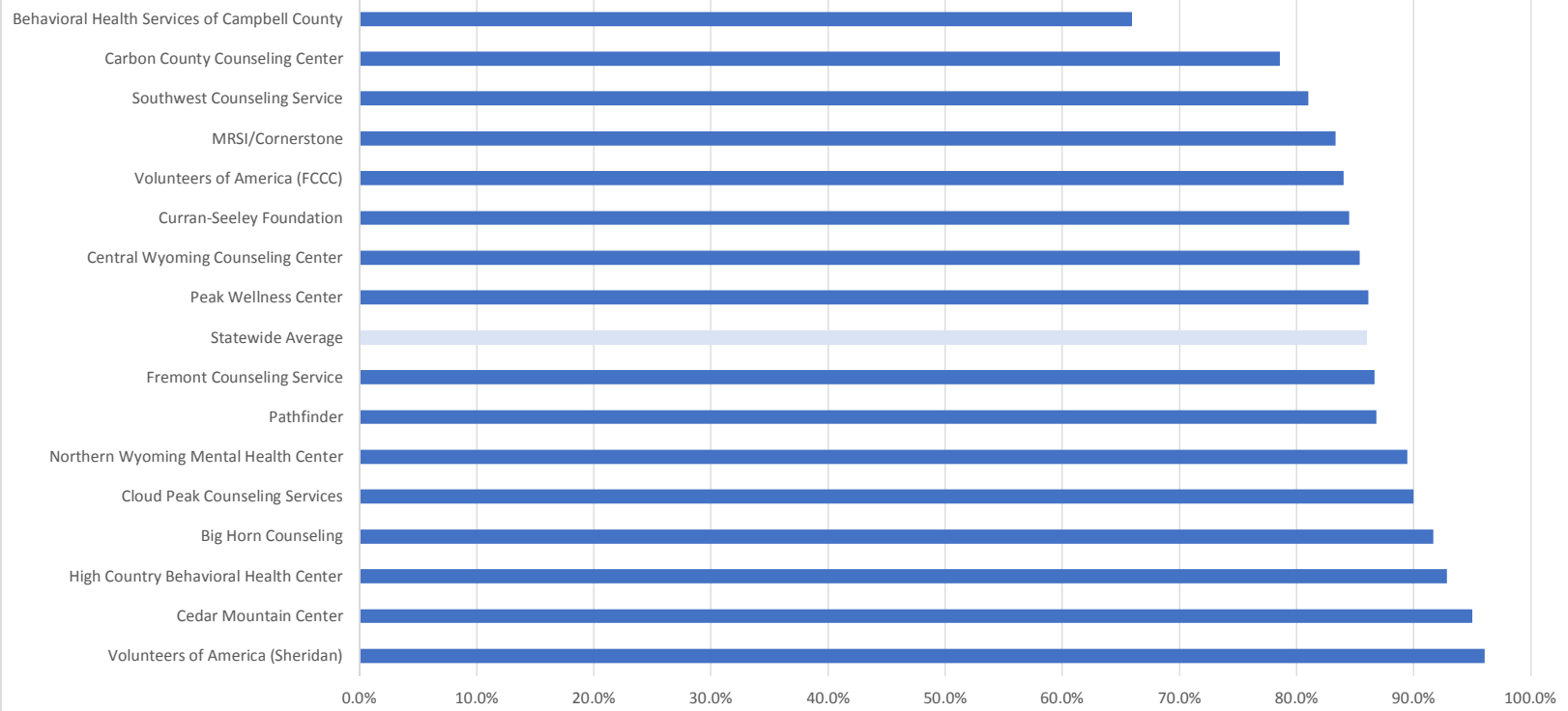
MRSI/Cornerstone	24	83.3%
Carbon County Counseling Center	28	78.6%
Big Horn Counseling	24	91.7%
High Country Behavioral Health Center	84	92.9%
Behavioral Health Services of Campbell County	47	66.0%
Volunteers of America (Sheridan)	51	96.1%
Cloud Peak Counseling Services	20	90.0%
Cedar Mountain Center	40	95.0%
Pathfinder	76	86.8%
Fremont Counseling Service	30	86.7%
Curran-Seeley Foundation	58	84.5%
Volunteers of America (FCCC)	25	84.0%
Northern Wyoming Mental Health Center	95	89.5%
Southwest Counseling Service	158	81.0%
Peak Wellness Center	195	86.2%
Central Wyoming Counseling Center	192	85.4%

Agency Average 86.3%

### *Sorted from high to low*

Volunteers of America (Sheridan)	51	96.1%
Cedar Mountain Center	40	95.0%
High Country Behavioral Health Center	84	92.9%
Big Horn Counseling	24	91.7%
Cloud Peak Counseling Services	20	90.0%
Northern Wyoming Mental Health Center	95	89.5%
Pathfinder	76	86.8%
Fremont Counseling Service	30	86.7%
Statewide Average		86.0%
Peak Wellness Center	195	86.2%
Central Wyoming Counseling Center	192	85.4%
Curran-Seeley Foundation	58	84.5%
Volunteers of America (FCCC)	25	84.0%
MRSI/Cornerstone	24	83.3%
Southwest Counseling Service	158	81.0%
Carbon County Counseling Center	28	78.6%
Behavioral Health Services of Campbell County	47	66.0%

### Staff encouraged me to take responsibility for how I live my life.



## Consumer Survey 2014 Statewide Substance Abuse

Staff treated me with respect.	Count without N/A	Percent Agree
	1185	86.2%

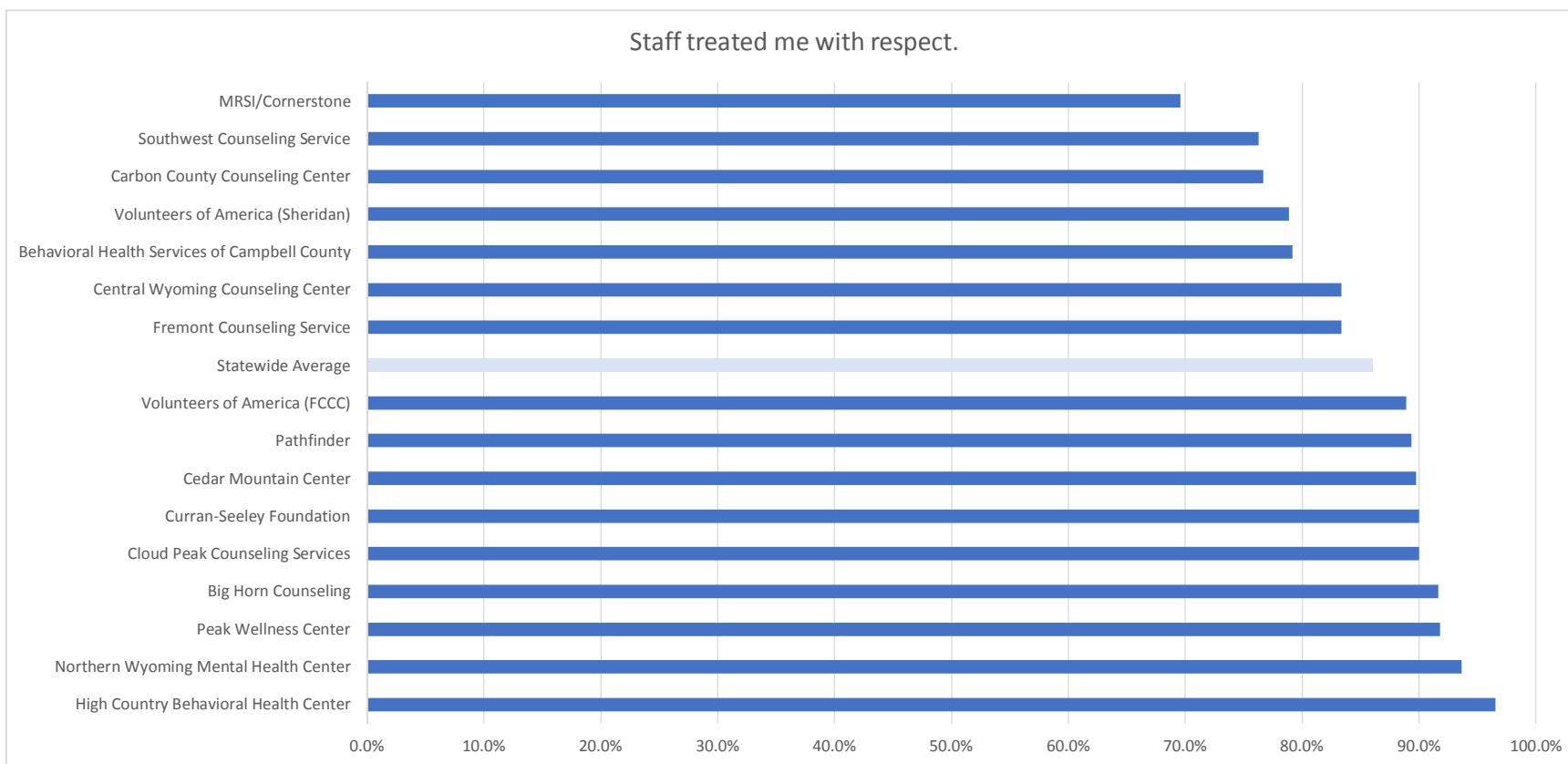
MRSI/Cornerstone	23	69.6%
Carbon County Counseling Center	30	76.7%
Big Horn Counseling	24	91.7%
High Country Behavioral Health Center	86	96.5%
Behavioral Health Services of Campbell County	48	79.2%
Volunteers of America (Sheridan)	52	78.8%
Cloud Peak Counseling Services	20	90.0%
Cedar Mountain Center	39	89.7%
Pathfinder	75	89.3%
Fremont Counseling Service	30	83.3%
Curran-Seeley Foundation	60	90.0%
Volunteers of America (FCCC)	27	88.9%
Northern Wyoming Mental Health Center	94	93.6%
Southwest Counseling Service	160	76.3%
Peak Wellness Center	195	91.8%
Central Wyoming Counseling Center	198	83.3%

Agency Average 86.6%

### *Sorted from high to low*

High Country Behavioral Health Center	86	96.5%
Northern Wyoming Mental Health Center	94	93.6%
Peak Wellness Center	195	91.8%
Big Horn Counseling	24	91.7%
Cloud Peak Counseling Services	20	90.0%
Curran-Seeley Foundation	60	90.0%
Cedar Mountain Center	39	89.7%
Pathfinder	75	89.3%
Volunteers of America (FCCC)	27	88.9%
Statewide Average		86.0%
Fremont Counseling Service	30	83.3%
Central Wyoming Counseling Center	198	83.3%
Behavioral Health Services of Campbell County	48	79.2%
Volunteers of America (Sheridan)	52	78.8%
Carbon County Counseling Center	30	76.7%
Southwest Counseling Service	160	76.3%
MRSI/Cornerstone	23	69.6%

### Staff treated me with respect.



## Consumer Survey 2014 Statewide Substance Abuse

Staff here believe that I can grow, change, and recover.	Count without N/A	Percent Agree
	1169	88.5%

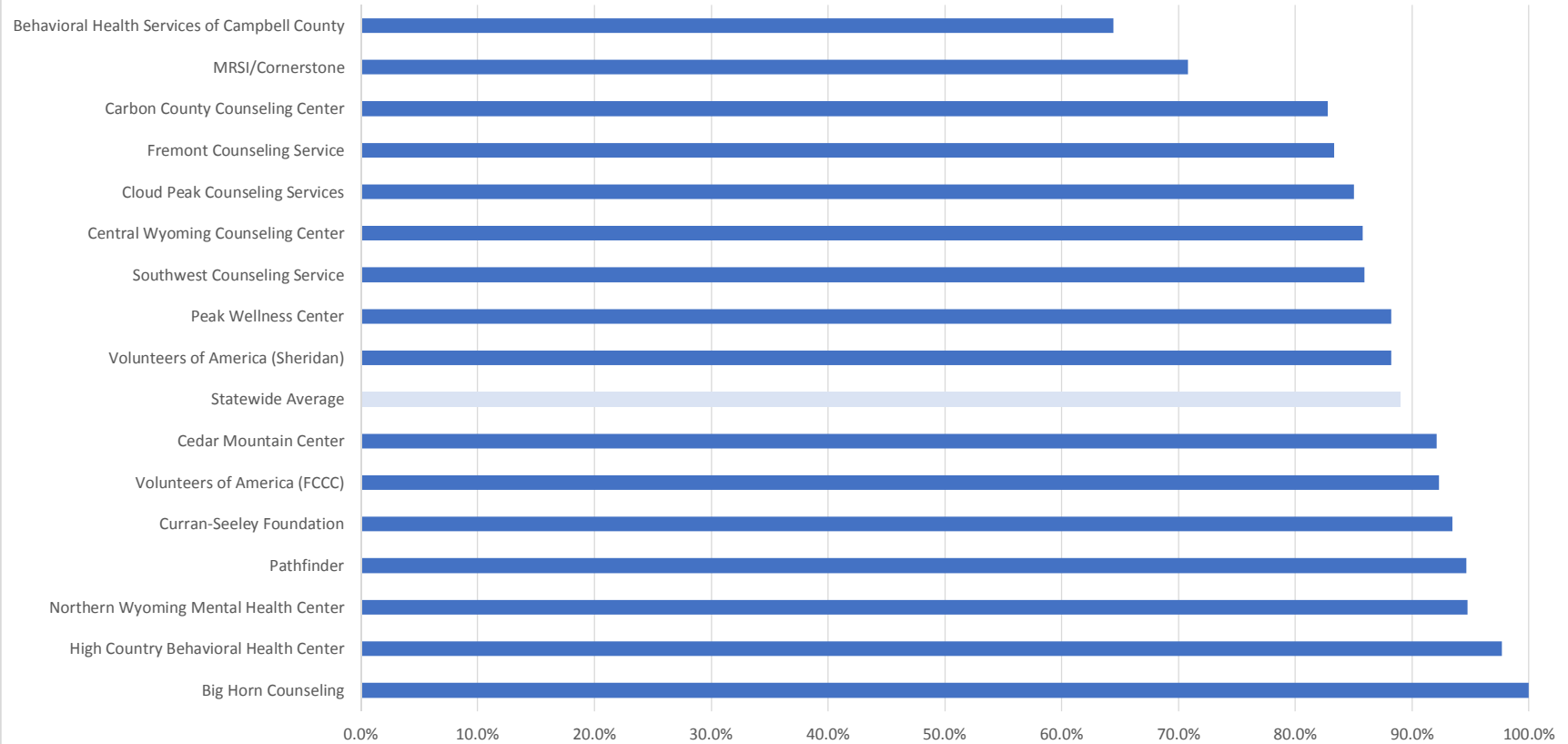
MRSI/Cornerstone	24	70.8%
Carbon County Counseling Center	29	82.8%
Big Horn Counseling	24	100.0%
High Country Behavioral Health Center	87	97.7%
Behavioral Health Services of Campbell County	45	64.4%
Volunteers of America (Sheridan)	51	88.2%
Cloud Peak Counseling Services	20	85.0%
Cedar Mountain Center	38	92.1%
Pathfinder	75	94.7%
Fremont Counseling Service	30	83.3%
Curran-Seeley Foundation	61	93.4%
Volunteers of America (FCCC)	26	92.3%
Northern Wyoming Mental Health Center	95	94.7%
Southwest Counseling Service	156	85.9%
Peak Wellness Center	195	88.2%
Central Wyoming Counseling Center	190	85.8%

Agency Average 88.6%

### *Sorted from high to low*

Big Horn Counseling	24	100.0%
High Country Behavioral Health Center	87	97.7%
Northern Wyoming Mental Health Center	95	94.7%
Pathfinder	75	94.7%
Curran-Seeley Foundation	61	93.4%
Volunteers of America (FCCC)	26	92.3%
Cedar Mountain Center	38	92.1%
Statewide Average		89.0%
Volunteers of America (Sheridan)	51	88.2%
Peak Wellness Center	195	88.2%
Southwest Counseling Service	156	85.9%
Central Wyoming Counseling Center	190	85.8%
Cloud Peak Counseling Services	20	85.0%
Fremont Counseling Service	30	83.3%
Carbon County Counseling Center	29	82.8%
MRSI/Cornerstone	24	70.8%
Behavioral Health Services of Campbell County	45	64.4%

Staff here believe that I can grow, change, and recover.



## Consumer Survey 2014 Statewide Substance Abuse

In a crisis, I would have the support I need from family or friends.	Count without N/A	Percent Agree
	1178	85.7%

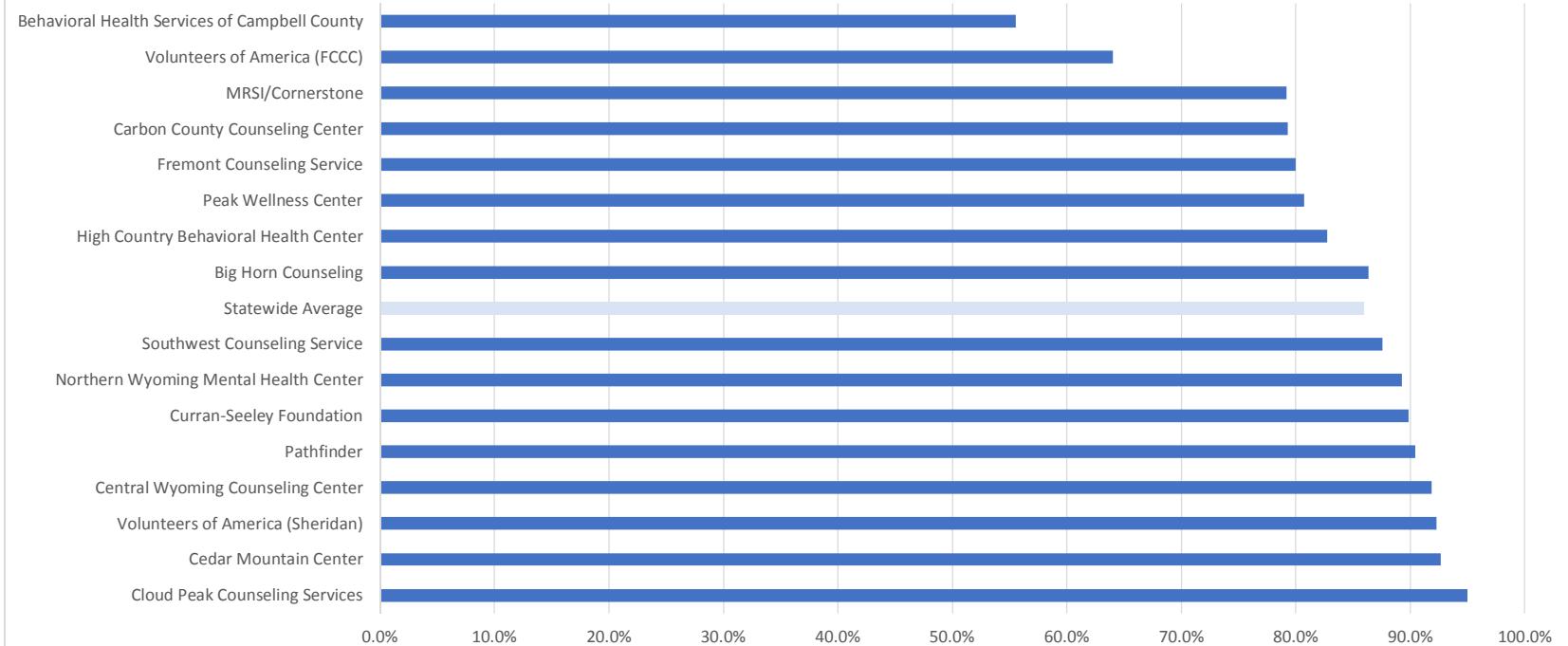
MRSI/Cornerstone	24	79.2%
Carbon County Counseling Center	29	79.3%
Big Horn Counseling	22	86.4%
High Country Behavioral Health Center	87	82.8%
Behavioral Health Services of Campbell County	45	55.6%
Volunteers of America (Sheridan)	52	92.3%
Cloud Peak Counseling Services	20	95.0%
Cedar Mountain Center	41	92.7%
Pathfinder	73	90.4%
Fremont Counseling Service	30	80.0%
Curran-Seeley Foundation	59	89.8%
Volunteers of America (FCCC)	25	64.0%
Northern Wyoming Mental Health Center	93	89.2%
Southwest Counseling Service	161	87.6%
Peak Wellness Center	192	80.7%
Central Wyoming Counseling Center	196	91.8%

Agency Average 83.8%

### *Sorted from high to low*

Cloud Peak Counseling Services	20	95.0%
Cedar Mountain Center	41	92.7%
Volunteers of America (Sheridan)	52	92.3%
Central Wyoming Counseling Center	196	91.8%
Pathfinder	73	90.4%
Curran-Seeley Foundation	59	89.8%
Northern Wyoming Mental Health Center	93	89.2%
Southwest Counseling Service	161	87.6%
Statewide Average		86.0%
Big Horn Counseling	22	86.4%
High Country Behavioral Health Center	87	82.8%
Peak Wellness Center	192	80.7%
Fremont Counseling Service	30	80.0%
Carbon County Counseling Center	29	79.3%
MRSI/Cornerstone	24	79.2%
Volunteers of America (FCCC)	25	64.0%
Behavioral Health Services of Campbell County	45	55.6%

In a crisis, I would have the support I need from family or friends.





## Consumer Survey 2014 Statewide Substance Abuse

I have people who are close to me who motivate and support my wellness and recovery.	Count without N/A	Percent Agree
	1178	85.8%

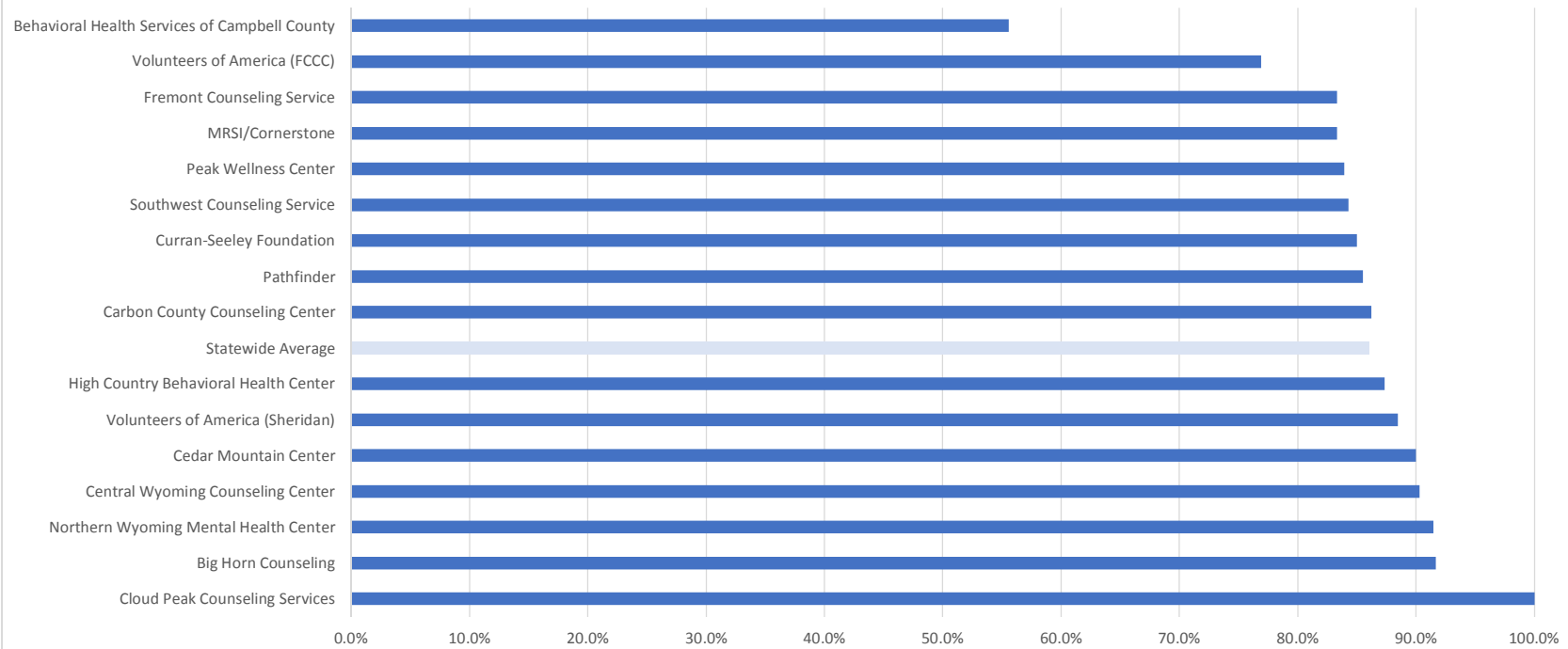
MRSI/Cornerstone	24	83.3%
Carbon County Counseling Center	29	86.2%
Big Horn Counseling	24	91.7%
High Country Behavioral Health Center	87	87.4%
Behavioral Health Services of Campbell County	45	55.6%
Volunteers of America (Sheridan)	52	88.5%
Cloud Peak Counseling Services	19	100.0%
Cedar Mountain Center	40	90.0%
Pathfinder	76	85.5%
Fremont Counseling Service	30	83.3%
Curran-Seeley Foundation	60	85.0%
Volunteers of America (FCCC)	26	76.9%
Northern Wyoming Mental Health Center	94	91.5%
Southwest Counseling Service	159	84.3%
Peak Wellness Center	193	83.9%
Central Wyoming Counseling Center	196	90.3%

Agency Average 85.3%

### *Sorted from high to low*

Cloud Peak Counseling Services	19	100.0%
Big Horn Counseling	24	91.7%
Northern Wyoming Mental Health Center	94	91.5%
Central Wyoming Counseling Center	196	90.3%
Cedar Mountain Center	40	90.0%
Volunteers of America (Sheridan)	52	88.5%
High Country Behavioral Health Center	87	87.4%
Statewide Average		86.0%
Carbon County Counseling Center	29	86.2%
Pathfinder	76	85.5%
Curran-Seeley Foundation	60	85.0%
Southwest Counseling Service	159	84.3%
Peak Wellness Center	193	83.9%
MRSI/Cornerstone	24	83.3%
Fremont Counseling Service	30	83.3%
Volunteers of America (FCCC)	26	76.9%
Behavioral Health Services of Campbell County	45	55.6%

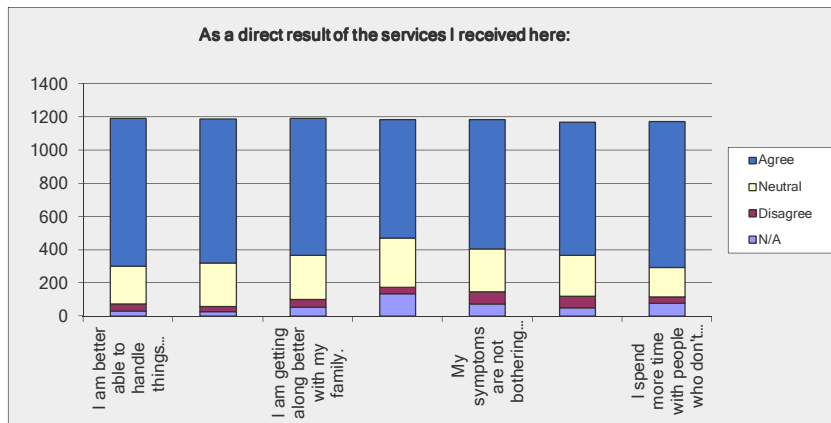
I have people who are close to me who motivate and support my wellness and recovery.



## Consumer Survey 2014 Statewide Substance Abuse

As a direct result of the services I received here:

Answer Options	Agree	Neutral	Disagree	N/A	Response Count	Count without N/A	Percent Agree
I am better able to handle things when they go wrong.	889	230	41	32	1192	1160	76.6%
I am better able to deal with crisis.	867	262	33	28	1190	1162	74.6%
I am getting along better with my family.	826	268	47	54	1195	1141	72.4%
I do better in school and/or work.	712	300	37	136	1185	1049	67.9%
My symptoms are not bothering me as much.	779	259	72	75	1185	1110	70.2%
I am better able to do things that I want to do.	800	249	70	50	1169	1119	71.5%
I spend more time with people who don't use alcohol	877	179	39	78	1173	1095	80.1%
<i>answered question</i>					<b>1196</b>		
<i>skipped question</i>					<b>6</b>		



Percent agree calculated without N/A

Overall Satisfaction

73.4%

Percent agree all categories without N/A

## Consumer Survey 2014 Statewide Substance Abuse

As a direct result of the services I received here:

I am better able to handle things when they go wrong.	Count without N/A	Percent Agree
	1160	76.6%

MRSI/Cornerstone	24	62.5%
Carbon County Counseling Center	27	66.7%
Big Horn Counseling	23	87.0%
High Country Behavioral Health Center	84	84.5%
Behavioral Health Services of Campbell County	44	43.2%
Volunteers of America (Sheridan)	50	84.0%
Cloud Peak Counseling Services	20	60.0%
Cedar Mountain Center	40	95.0%
Pathfinder	76	81.6%
Fremont Counseling Service	30	66.7%
Curran-Seeley Foundation	61	85.2%
Volunteers of America (FCCC)	26	69.2%
Northern Wyoming Mental Health Center	94	76.6%
Southwest Counseling Service	159	74.8%
Peak Wellness Center	194	78.4%
Central Wyoming Counseling Center	185	74.6%

Agency Average 74.4%

### *Sorted from high to low*

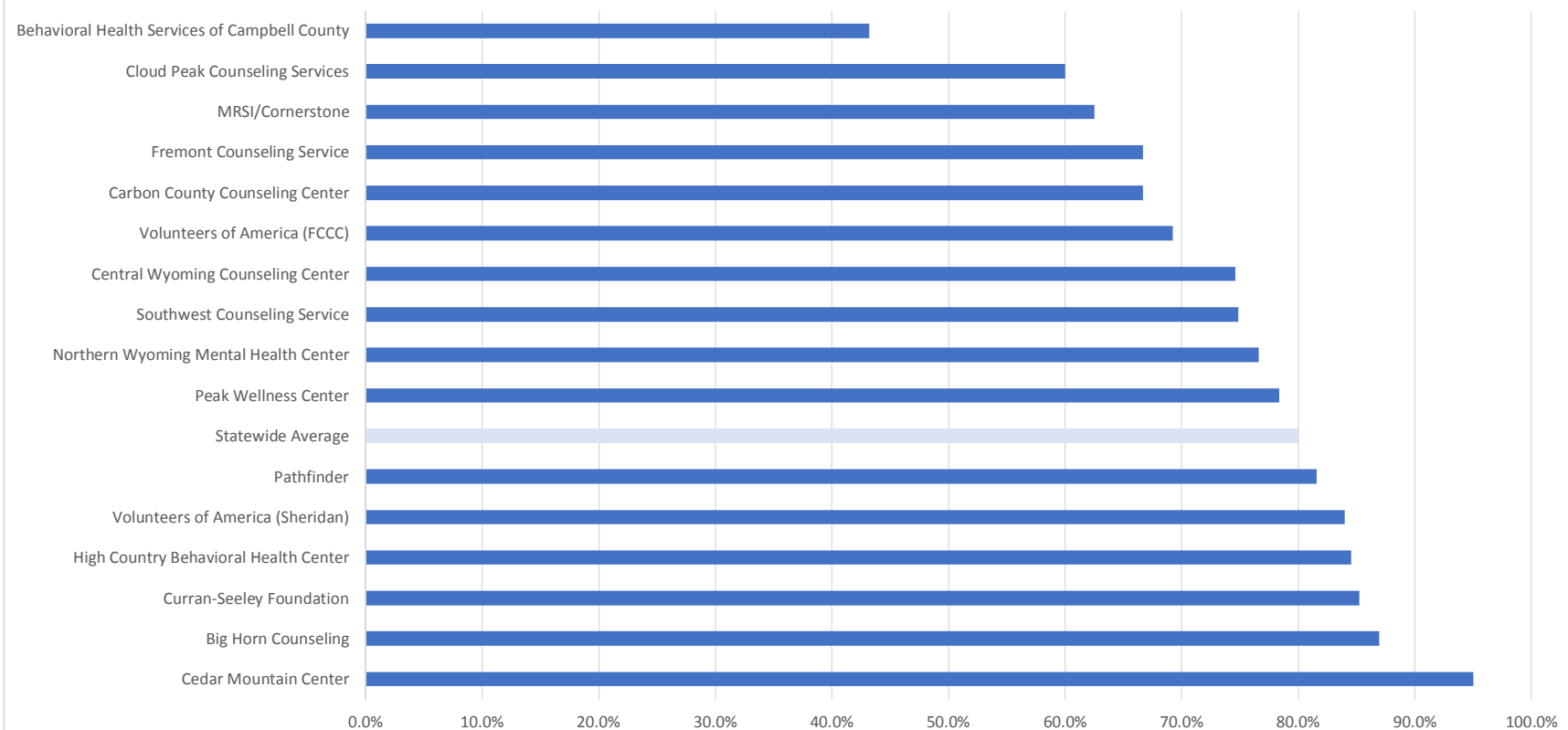
Cedar Mountain Center	40	95.0%
Big Horn Counseling	23	87.0%
Curran-Seeley Foundation	61	85.2%
High Country Behavioral Health Center	84	84.5%
Volunteers of America (Sheridan)	50	84.0%
Pathfinder	76	81.6%
Statewide Average		80.0%
Peak Wellness Center	194	78.4%
Northern Wyoming Mental Health Center	94	76.6%
Southwest Counseling Service	159	74.8%
Central Wyoming Counseling Center	185	74.6%
Volunteers of America (FCCC)	26	69.2%
Carbon County Counseling Center	27	66.7%
Fremont Counseling Service	30	66.7%
MRSI/Cornerstone	24	62.5%
Cloud Peak Counseling Services	20	60.0%
Behavioral Health Services of Campbell County	44	43.2%

FY 2014  
Conducted May 12 - 30, 2014  
Published September 29, 2014

Wyoming Consumer Survey  
Substance Abuse Treatment  
Statewide with Local Centers

Behavioral Health Division  
Wyoming Department of Health  
Janet.Jares@wyo.gov

As a direct result of the services... I am better able to handle things when they go wrong.



## Consumer Survey 2014 Statewide Substance Abuse

As a direct result of the services I received here:

	Count without N/A	Percent Agree
I am better able to deal with crisis.	1162	74.6%
MRSI/Cornerstone	23	73.9%
Carbon County Counseling Center	28	64.3%
Big Horn Counseling	24	83.3%
High Country Behavioral Health Center	86	81.4%
Behavioral Health Services of Campbell County	45	40.0%
Volunteers of America (Sheridan)	51	82.4%
Cloud Peak Counseling Services	19	68.4%
Cedar Mountain Center	39	82.1%
Pathfinder	75	77.3%
Fremont Counseling Service	30	73.3%
Curran-Seeley Foundation	61	83.6%
Volunteers of America (FCCC)	27	63.0%
Northern Wyoming Mental Health Center	94	72.3%
Southwest Counseling Service	159	74.8%
Peak Wellness Center	193	75.6%
Central Wyoming Counseling Center	184	72.8%

Agency Average 73.0%

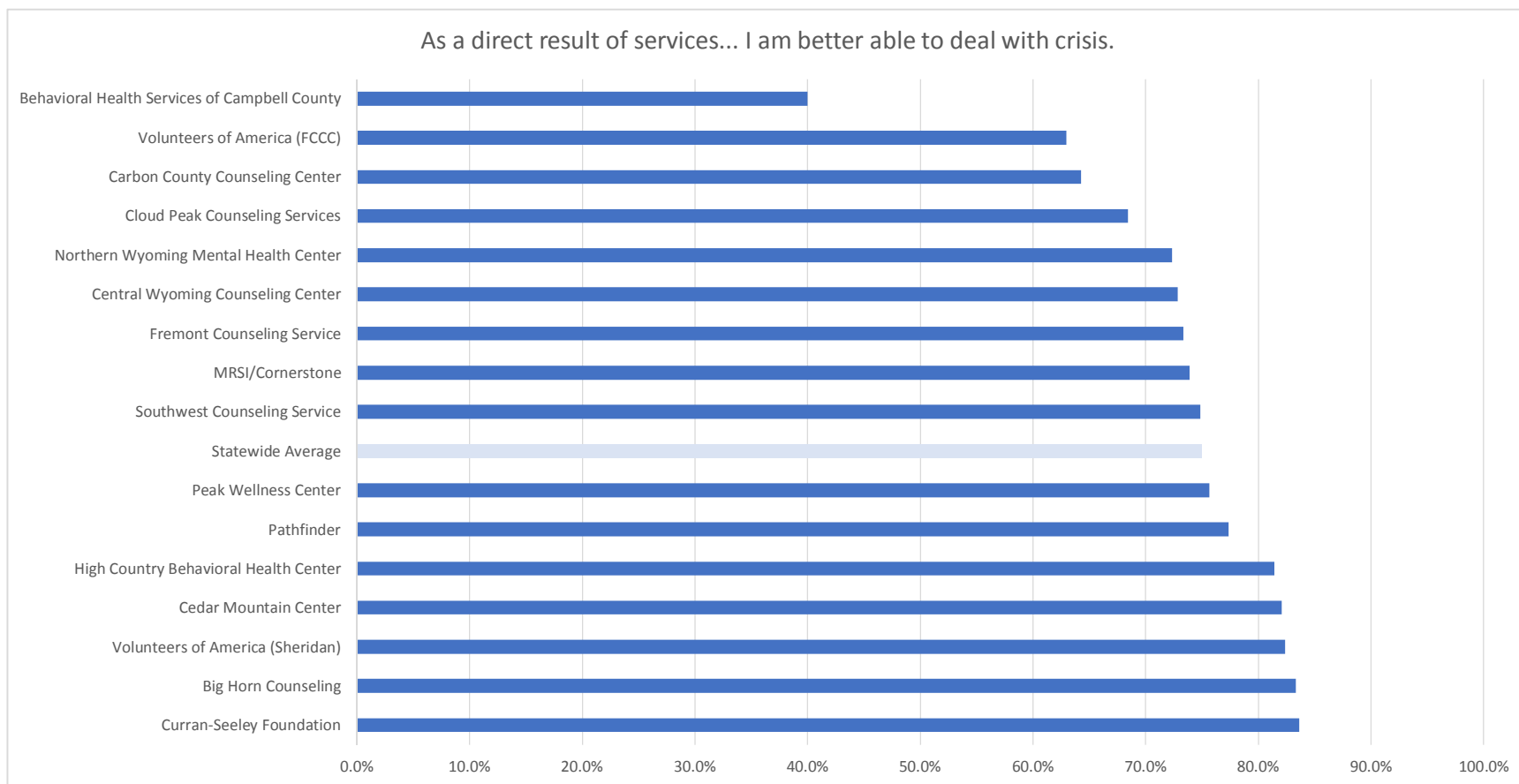
### *Sorted from high to low*

Curran-Seeley Foundation	61	83.6%
Big Horn Counseling	24	83.3%
Volunteers of America (Sheridan)	51	82.4%
Cedar Mountain Center	39	82.1%
High Country Behavioral Health Center	86	81.4%
Pathfinder	75	77.3%
Peak Wellness Center	193	75.6%
Statewide Average		75.0%
Southwest Counseling Service	159	74.8%
MRSI/Cornerstone	23	73.9%
Fremont Counseling Service	30	73.3%
Central Wyoming Counseling Center	184	72.8%
Northern Wyoming Mental Health Center	94	72.3%
Cloud Peak Counseling Services	19	68.4%
Carbon County Counseling Center	28	64.3%
Volunteers of America (FCCC)	27	63.0%
Behavioral Health Services of Campbell County	45	40.0%

FY 2014  
Conducted May 12 - 30, 2014  
Published September 29, 2014

Wyoming Consumer Survey  
Substance Abuse Treatment  
Statewide with Local Centers

Behavioral Health Division  
Wyoming Department of Health  
Janet.Jares@wyo.gov



## Consumer Survey 2014 Statewide Substance Abuse

As a direct result of the services I received here:

I am getting along better with my family.	Count without N/A	Percent Agree
	1141	72.4%
MRSI/Cornerstone	24	75.0%
Carbon County Counseling Center	26	76.9%
Big Horn Counseling	23	69.6%
High Country Behavioral Health Center	86	84.9%
Behavioral Health Services of Campbell County	44	36.4%
Volunteers of America (Sheridan)	49	77.6%
Cloud Peak Counseling Services	19	78.9%
Cedar Mountain Center	38	81.6%
Pathfinder	75	80.0%
Fremont Counseling Service	29	62.1%
Curran-Seeley Foundation	59	74.6%
Volunteers of America (FCCC)	26	61.5%
Northern Wyoming Mental Health Center	90	63.3%
Southwest Counseling Service	156	78.2%
Peak Wellness Center	190	67.4%
Central Wyoming Counseling Center	184	74.5%

Agency Average 71.4%

### ***Sorted from high to low***

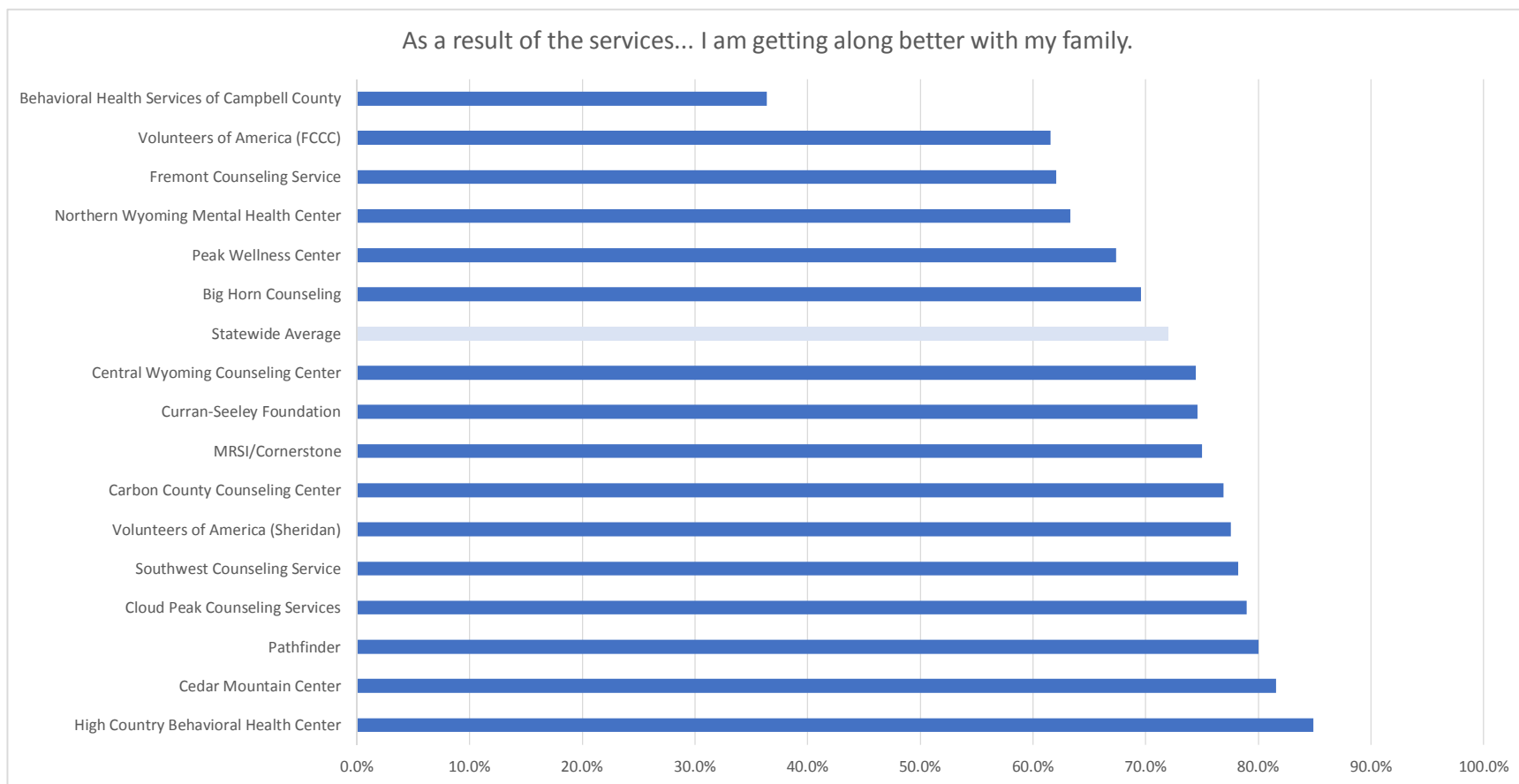
High Country Behavioral Health Center	86	84.9%
Cedar Mountain Center	38	81.6%
Pathfinder	75	80.0%
Cloud Peak Counseling Services	19	78.9%
Southwest Counseling Service	156	78.2%
Volunteers of America (Sheridan)	49	77.6%
Carbon County Counseling Center	26	76.9%
MRSI/Cornerstone	24	75.0%
Curran-Seeley Foundation	59	74.6%
Central Wyoming Counseling Center	184	74.5%
Statewide Average		72.0%
Big Horn Counseling	23	69.6%
Peak Wellness Center	190	67.4%
Northern Wyoming Mental Health Center	90	63.3%
Fremont Counseling Service	29	62.1%
Volunteers of America (FCCC)	26	61.5%
Behavioral Health Services of Campbell County	44	36.4%

FY 2014  
Conducted May 12 - 30, 2014  
Published September 29, 2014

Wyoming Consumer Survey  
Substance Abuse Treatment  
Statewide with Local Centers

Behavioral Health Division  
Wyoming Department of Health  
Janet.Jares@wyo.gov





## Consumer Survey 2014 Statewide Substance Abuse

As a direct result of the services I received here:

I do better in school and/or work.	Count without N/A	Percent Agree
	1049	67.9%
MRSI/Cornerstone	23	60.9%
Carbon County Counseling Center	23	65.2%
Big Horn Counseling	21	85.7%
High Country Behavioral Health Center	76	81.6%
Behavioral Health Services of Campbell County	39	38.5%
Volunteers of America (Sheridan)	41	70.7%
Cloud Peak Counseling Services	18	66.7%
Cedar Mountain Center	35	80.0%
Pathfinder	71	74.6%
Fremont Counseling Service	28	60.7%
Curran-Seeley Foundation	57	70.2%
Volunteers of America (FCCC)	24	58.3%
Northern Wyoming Mental Health Center	90	63.3%
Southwest Counseling Service	137	66.4%
Peak Wellness Center	179	68.2%
Central Wyoming Counseling Center	166	63.9%

Agency Average 67.2%

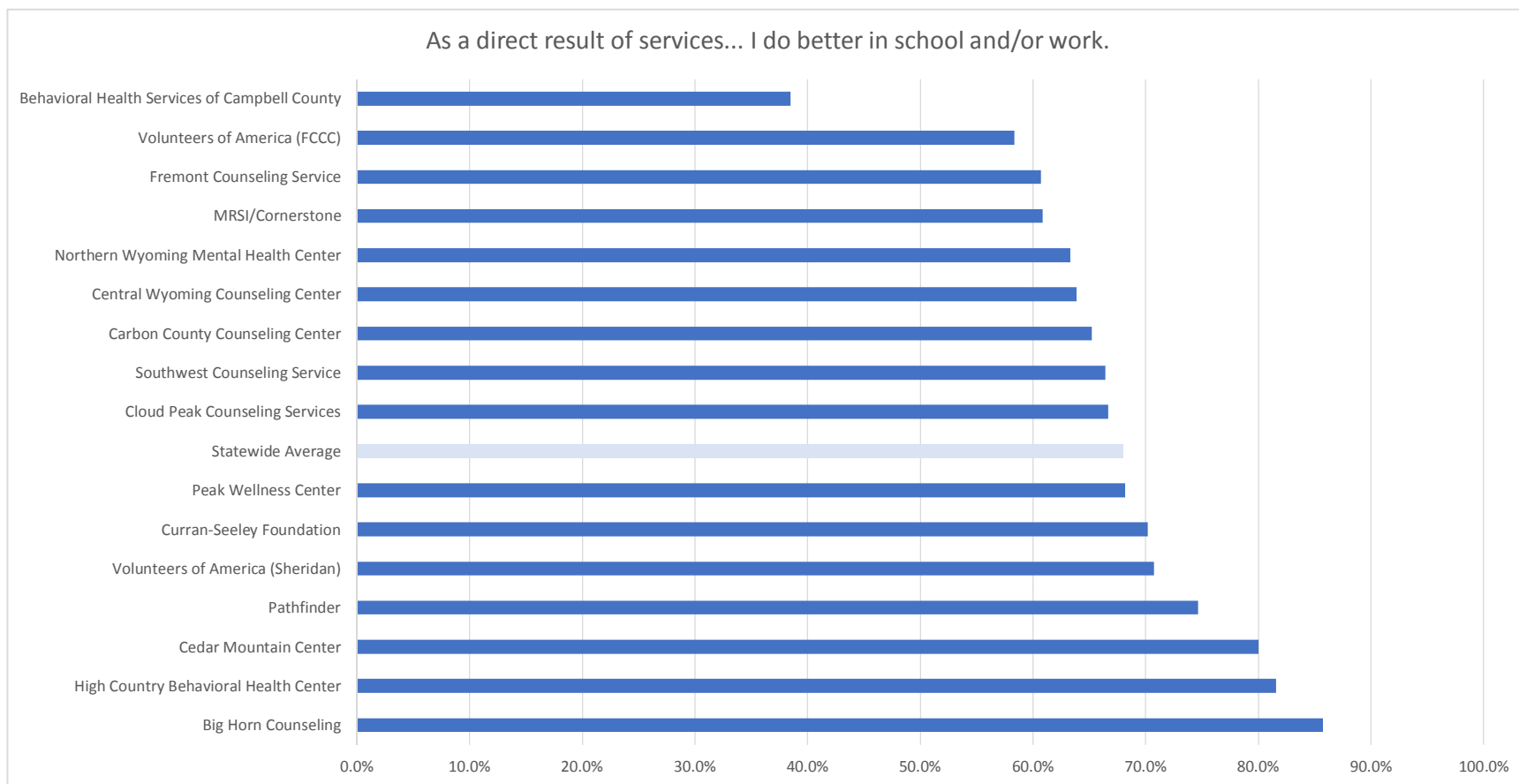
### *Sorted from high to low*

Big Horn Counseling	21	85.7%
High Country Behavioral Health Center	76	81.6%
Cedar Mountain Center	35	80.0%
Pathfinder	71	74.6%
Volunteers of America (Sheridan)	41	70.7%
Curran-Seeley Foundation	57	70.2%
Peak Wellness Center	179	68.2%
Statewide Average		68.0%
Cloud Peak Counseling Services	18	66.7%
Southwest Counseling Service	137	66.4%
Carbon County Counseling Center	23	65.2%
Central Wyoming Counseling Center	166	63.9%
Northern Wyoming Mental Health Center	90	63.3%
MRSI/Cornerstone	23	60.9%
Fremont Counseling Service	28	60.7%
Volunteers of America (FCCC)	24	58.3%
Behavioral Health Services of Campbell County	39	38.5%

FY 2014  
Conducted May 12 - 30, 2014  
Published September 29, 2014

Wyoming Consumer Survey  
Substance Abuse Treatment  
Statewide with Local Centers

Behavioral Health Division  
Wyoming Department of Health  
Janet.Jares@wyo.gov



## Consumer Survey 2014 Statewide Substance Abuse

As a direct result of the services I received here:

	Count without N/A	Percent Agree
My symptoms are not bothering me as much.	1110	70.2%
MRSI/Cornerstone	24	66.7%
Carbon County Counseling Center	25	56.0%
Big Horn Counseling	24	79.2%
High Country Behavioral Health Center	85	78.8%
Behavioral Health Services of Campbell County	44	38.6%
Volunteers of America (Sheridan)	49	77.6%
Cloud Peak Counseling Services	18	94.4%
Cedar Mountain Center	38	84.2%
Pathfinder	74	81.1%
Fremont Counseling Service	29	65.5%
Curran-Seeley Foundation	55	76.4%
Volunteers of America (FCCC)	26	53.8%
Northern Wyoming Mental Health Center	88	72.7%
Southwest Counseling Service	147	68.0%
Peak Wellness Center	185	67.6%
Central Wyoming Counseling Center	175	68.0%

Agency Average 70.5%

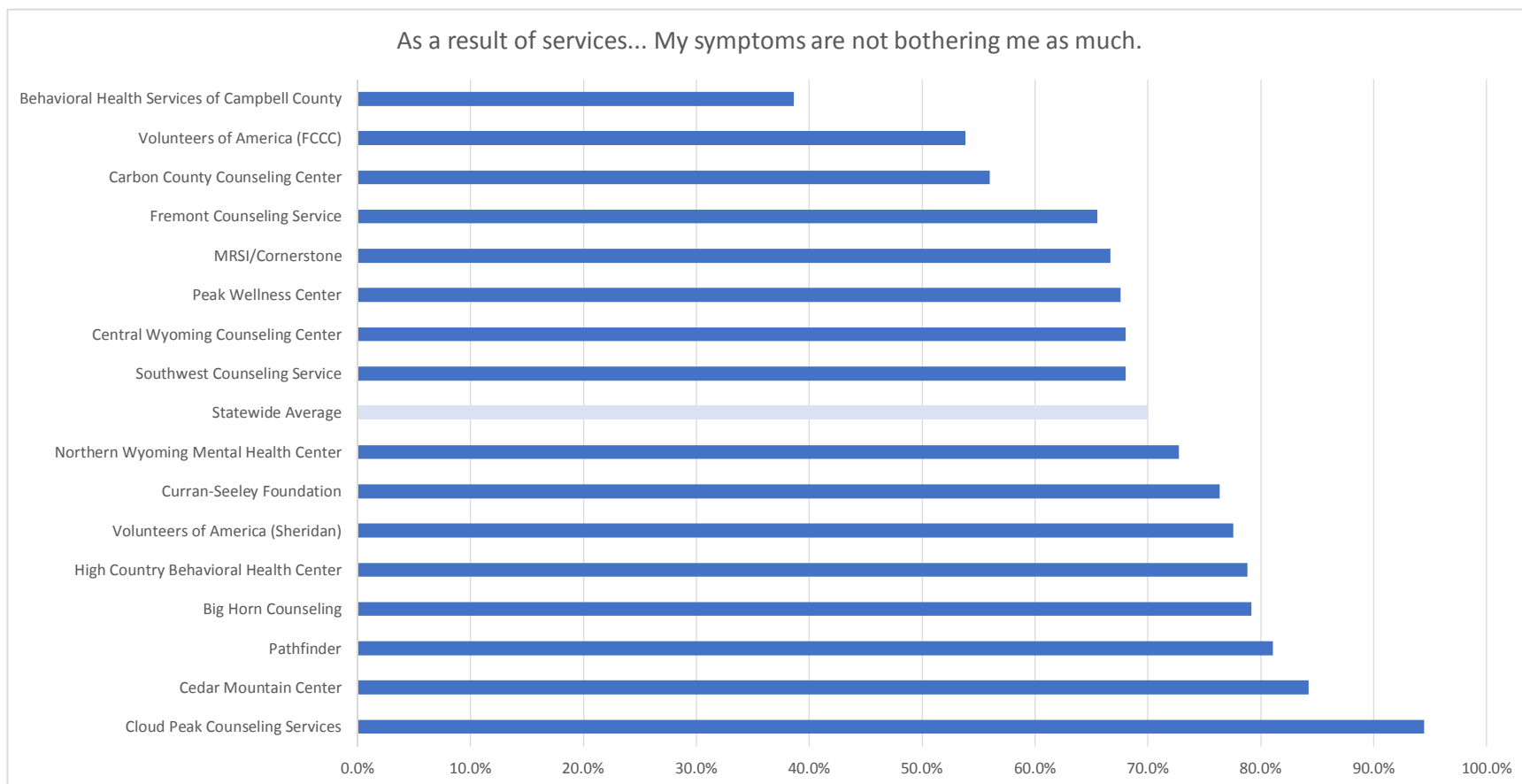
### *Sorted from high to low*

Cloud Peak Counseling Services	18	94.4%
Cedar Mountain Center	38	84.2%
Pathfinder	74	81.1%
Big Horn Counseling	24	79.2%
High Country Behavioral Health Center	85	78.8%
Volunteers of America (Sheridan)	49	77.6%
Curran-Seeley Foundation	55	76.4%
Northern Wyoming Mental Health Center	88	72.7%
Statewide Average		70.0%
Southwest Counseling Service	147	68.0%
Central Wyoming Counseling Center	175	68.0%
Peak Wellness Center	185	67.6%
MRSI/Cornerstone	24	66.7%
Fremont Counseling Service	29	65.5%
Carbon County Counseling Center	25	56.0%
Volunteers of America (FCCC)	26	53.8%
Behavioral Health Services of Campbell County	44	38.6%

FY 2014  
Conducted May 12 - 30, 2014  
Published September 29, 2014

Wyoming Consumer Survey  
Substance Abuse Treatment  
Statewide with Local Centers

Behavioral Health Division  
Wyoming Department of Health  
Janet.Jares@wyo.gov



## Consumer Survey 2014 Statewide Substance Abuse

As a direct result of the services I received here:

I am better able to do things that I want to do.	Count without N/A	Percent Agree
	1119	71.5%
MRSI/Cornerstone	24	62.5%
Carbon County Counseling Center	26	61.5%
Big Horn Counseling	23	78.3%
High Country Behavioral Health Center	84	82.1%
Behavioral Health Services of Campbell County	42	42.9%
Volunteers of America (Sheridan)	49	83.7%
Cloud Peak Counseling Services	19	78.9%
Cedar Mountain Center	40	87.5%
Pathfinder	74	78.4%
Fremont Counseling Service	27	63.0%
Curran-Seeley Foundation	57	80.7%
Volunteers of America (FCCC)	26	69.2%
Northern Wyoming Mental Health Center	91	70.3%
Southwest Counseling Service	150	64.7%
Peak Wellness Center	185	69.7%
Central Wyoming Counseling Center	180	70.0%

Agency Average 71.5%

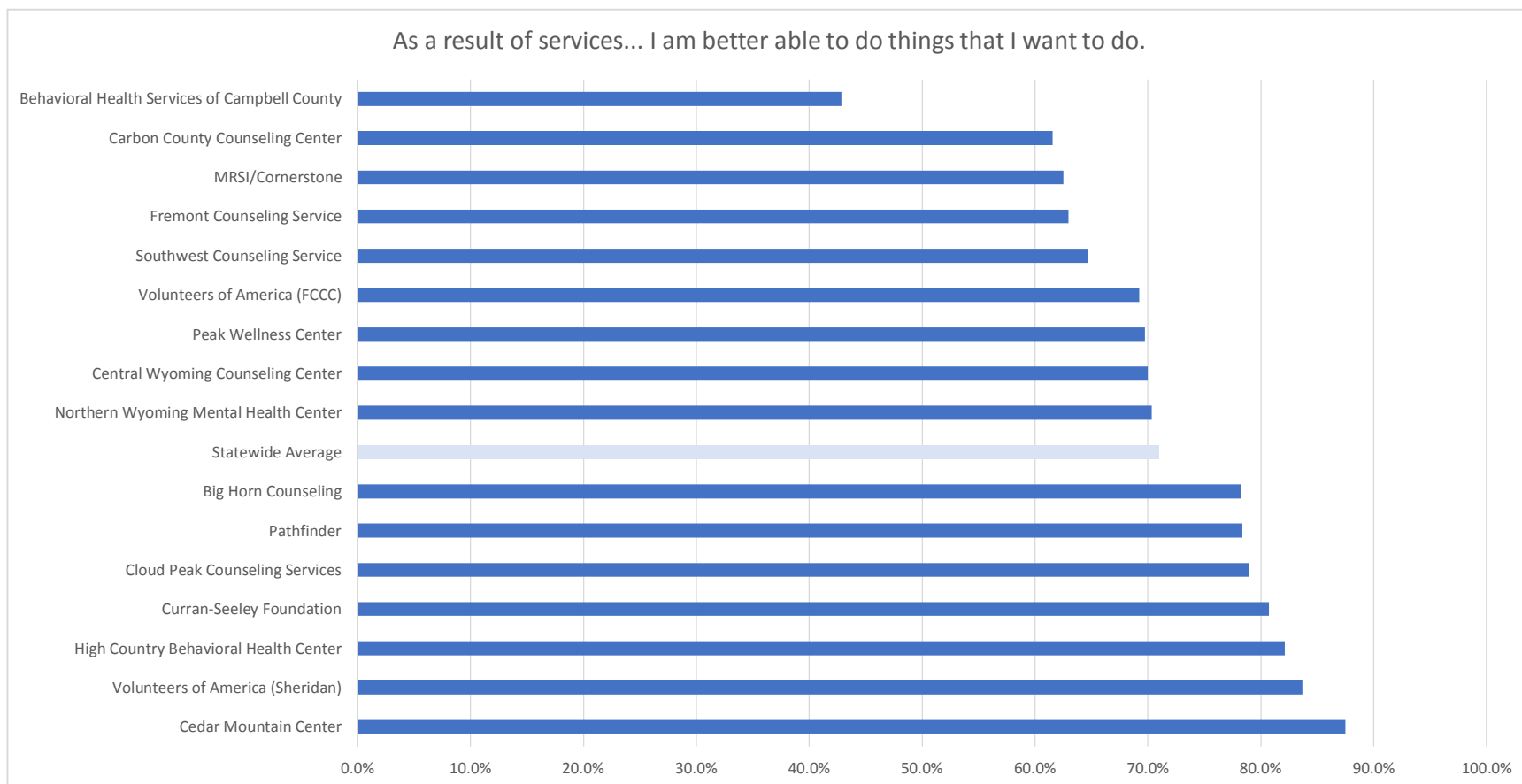
### *Sorted from high to low*

Cedar Mountain Center	40	87.5%
Volunteers of America (Sheridan)	49	83.7%
High Country Behavioral Health Center	84	82.1%
Curran-Seeley Foundation	57	80.7%
Cloud Peak Counseling Services	19	78.9%
Pathfinder	74	78.4%
Big Horn Counseling	23	78.3%
Statewide Average		71.0%
Northern Wyoming Mental Health Center	91	70.3%
Central Wyoming Counseling Center	180	70.0%
Peak Wellness Center	185	69.7%
Volunteers of America (FCCC)	26	69.2%
Southwest Counseling Service	150	64.7%
Fremont Counseling Service	27	63.0%
MRSI/Cornerstone	24	62.5%
Carbon County Counseling Center	26	61.5%
Behavioral Health Services of Campbell County	42	42.9%

FY 2014  
Conducted May 12 - 30, 2014  
Published September 29, 2014

Wyoming Consumer Survey  
Substance Abuse Treatment  
Statewide with Local Centers

Behavioral Health Division  
Wyoming Department of Health  
Janet.Jares@wyo.gov



## Consumer Survey 2014 Statewide Substance Abuse

As a direct result of the services I received here:

I spend more time with people who don't use alcohol and/or drugs.	Count without N/A	Percent Agree
	1095	80.1%

MRSI/Cornerstone	23	78.3%
Carbon County Counseling Center	29	82.8%
Big Horn Counseling	22	86.4%
High Country Behavioral Health Center	64	81.3%
Behavioral Health Services of Campbell County	42	45.2%
Volunteers of America (Sheridan)	46	84.8%
Cloud Peak Counseling Services	19	84.2%
Cedar Mountain Center	39	89.7%
Pathfinder	75	84.0%
Fremont Counseling Service	30	76.7%
Curran-Seeley Foundation	60	80.0%
Volunteers of America (FCCC)	23	52.2%
Northern Wyoming Mental Health Center	91	79.1%
Southwest Counseling Service	147	85.7%
Peak Wellness Center	182	79.1%
Central Wyoming Counseling Center	179	82.1%

Agency Average 78.2%

### *Sorted from high to low*

Cedar Mountain Center	39	89.7%
Big Horn Counseling	22	86.4%
Southwest Counseling Service	147	85.7%
Volunteers of America (Sheridan)	46	84.8%
Cloud Peak Counseling Services	19	84.2%
Pathfinder	75	84.0%
Carbon County Counseling Center	29	82.8%
Central Wyoming Counseling Center	179	82.1%
High Country Behavioral Health Center	64	81.3%
Curran-Seeley Foundation	60	80.0%
Statewide Average		80.0%
Peak Wellness Center	182	79.1%
Northern Wyoming Mental Health Center	91	79.1%
MRSI/Cornerstone	23	78.3%
Fremont Counseling Service	30	76.7%
Volunteers of America (FCCC)	23	52.2%
Behavioral Health Services of Campbell County	42	45.2%

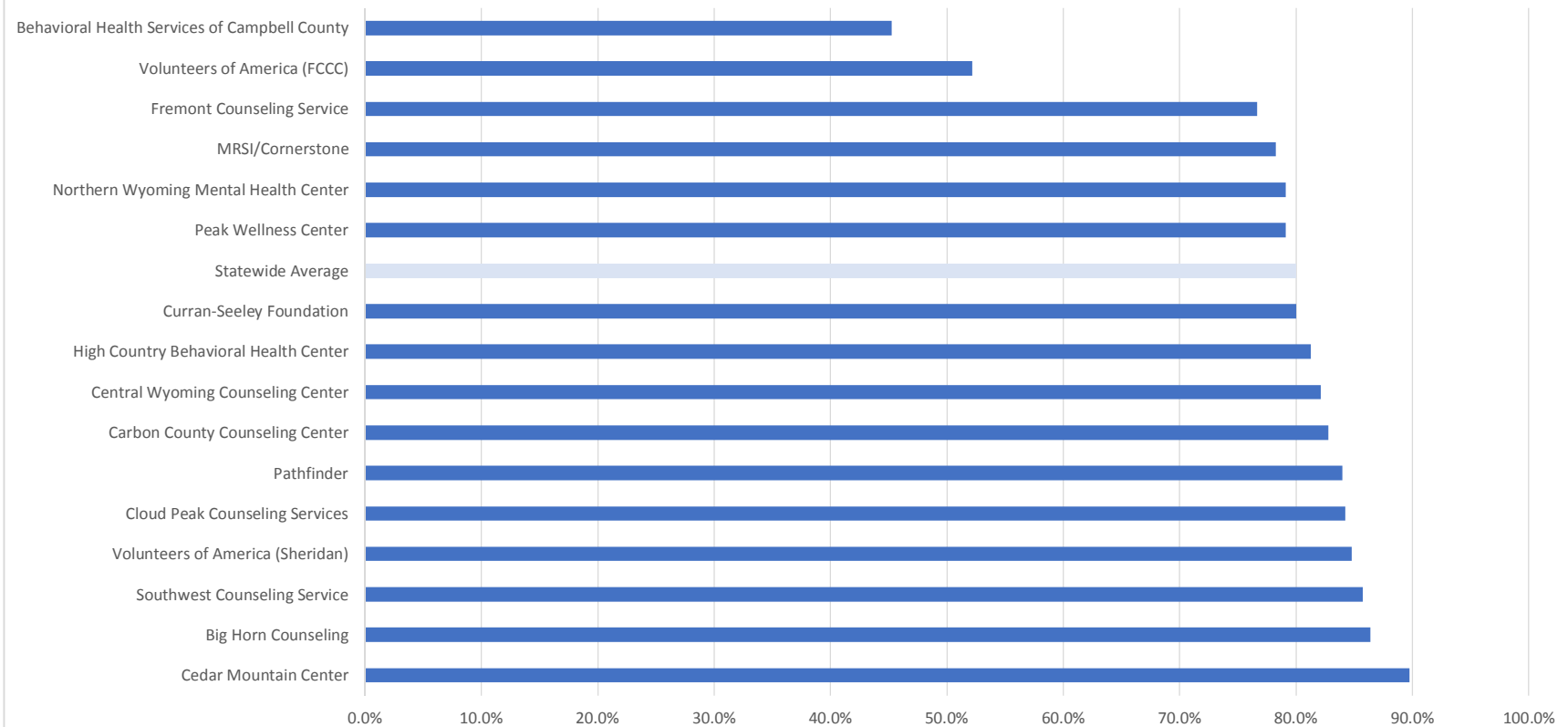
FY 2014  
Conducted May 12 - 30, 2014  
Published September 29, 2014

Wyoming Consumer Survey  
Substance Abuse Treatment  
Statewide with Local Centers

Behavioral Health Division  
Wyoming Department of Health  
Janet.Jares@wyo.gov



As a result of services... I spend more time with people who don't use alcohol and/or drugs.

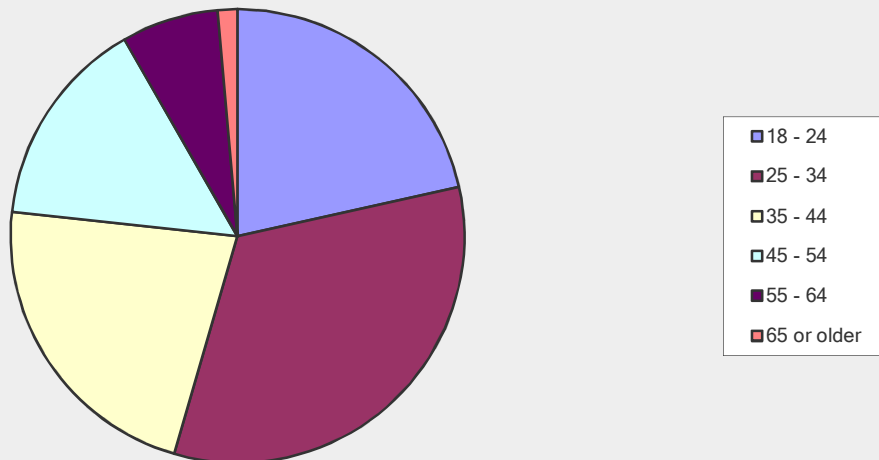


## Consumer Survey 2014 Statewide Substance Abuse

Please check your age for statistical purposes:

Answer Options	Response Percent	Response Count
18 - 24	21.5%	235
25 - 34	33.0%	361
35 - 44	22.2%	243
45 - 54	15.0%	164
55 - 64	6.9%	75
65 or older	1.4%	15
<b><i>answered question</i></b>		<b>1093</b>
<b><i>skipped question</i></b>		<b>109</b>

Please check your age for statistical purposes:



## Consumer Survey 2014 Statewide Substance Abuse

Please check your age for statistical purposes:

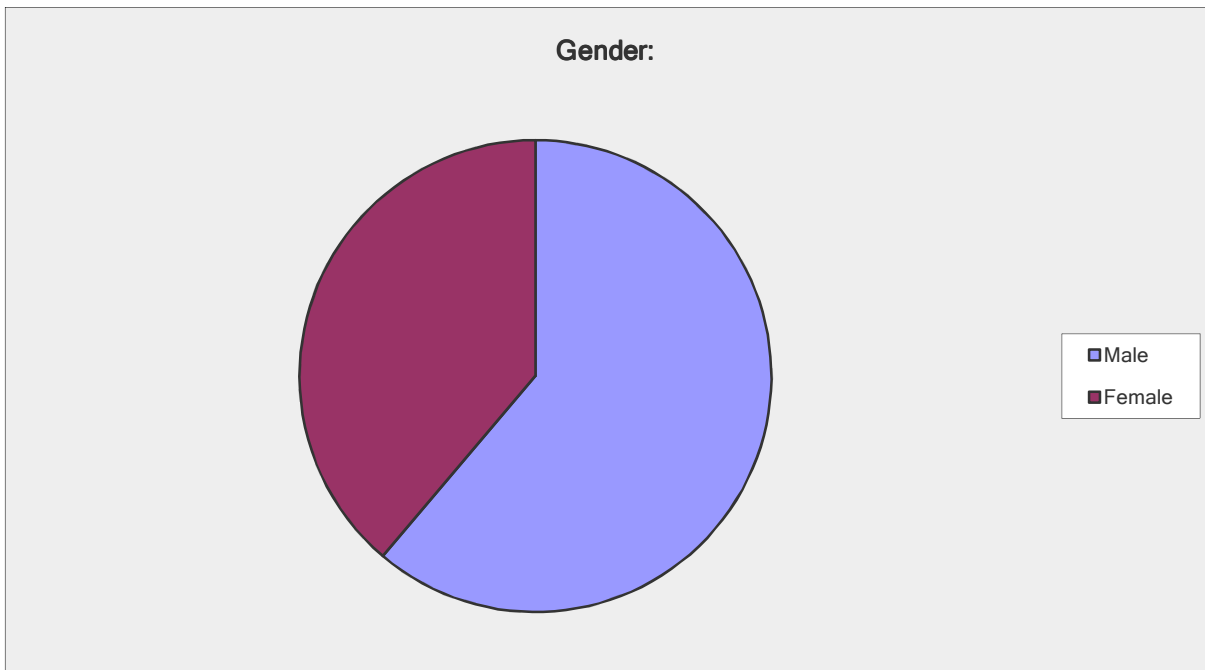
Answer Options	Response Percent	Response Count
18 - 24	21.5%	235
25 - 34	33.0%	361
35 - 44	22.2%	243
45 - 54	15.0%	164
55 - 64	6.9%	75
65 or older	1.4%	15
<b>answered question</b>		<b>1093</b>
<b>skipped question</b>		<b>109</b>

	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 or older
MRSI/Cornerstone	16.7%	33.3%	16.7%	27.8%	5.6%	0.0%
Carbon County Counseling Center	3.8%	57.7%	15.4%	15.4%	7.7%	0.0%
Big Horn Counseling	29.2%	41.7%	20.8%	8.3%	0.0%	0.0%
High Country Behavioral Health Center	22.0%	25.6%	24.4%	9.8%	14.6%	3.7%
Behavioral Health Services of Campbell County	12.2%	36.6%	19.5%	19.5%	7.3%	4.9%
Volunteers of America (Sheridan)	21.6%	37.3%	21.6%	11.8%	7.8%	0.0%
Cloud Peak Counseling Services	15.0%	40.0%	25.0%	15.0%	5.0%	0.0%
Cedar Mountain Center	16.2%	27.0%	24.3%	21.6%	10.8%	0.0%
Pathfinder	16.4%	23.0%	23.0%	21.3%	13.1%	3.3%
Fremont Counseling Service	19.2%	30.8%	23.1%	11.5%	11.5%	3.8%
Curran-Seeley Foundation	13.5%	36.5%	23.1%	19.2%	5.8%	1.9%
Volunteers of America (FCCC)	4.3%	17.4%	30.4%	30.4%	8.7%	8.7%
Northern Wyoming Mental Health Center	27.4%	31.0%	19.0%	15.5%	6.0%	1.2%
Southwest Counseling Service	23.1%	45.6%	18.1%	8.8%	4.4%	0.0%
Peak Wellness Center	23.0%	27.0%	22.5%	19.7%	6.7%	1.1%
Central Wyoming Counseling Center	28.8%	30.4%	25.1%	11.5%	3.7%	0.5%
Agency Average	18.3%	33.8%	22.0%	16.7%	7.4%	1.8%

## Consumer Survey 2014

Gender:

Answer Options	Response Percent	Response Count
Male	61.2%	704
Female	38.8%	446
<i>answered question</i>		<b>1150</b>
<i>skipped question</i>		<b>52</b>



## Consumer Survey 2014

### Gender:

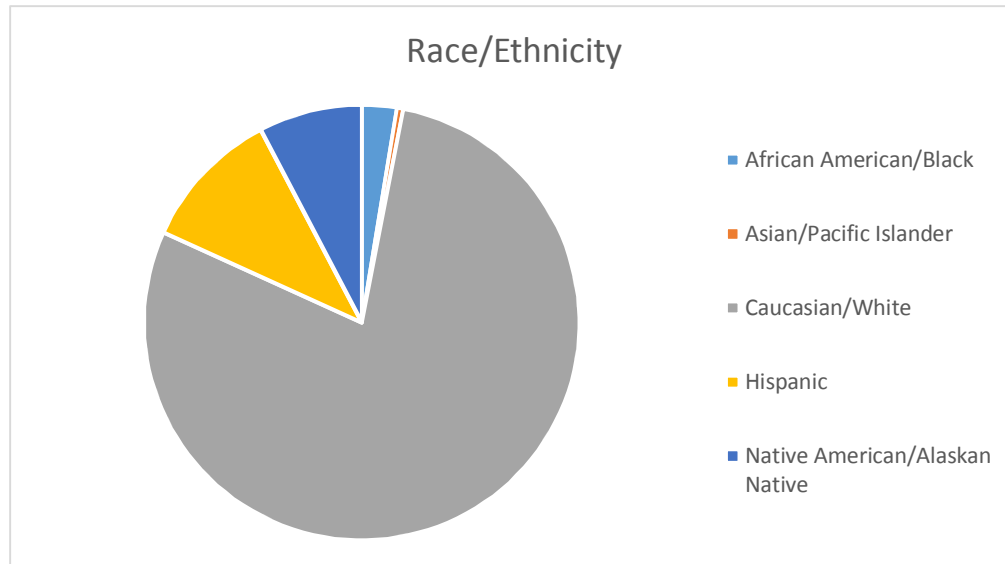
Answer Options	Response Percent	Response Count
Male	61.2%	704
Female	38.8%	446
<i>answered question</i>		<b>1150</b>
<i>skipped question</i>		<b>52</b>

	Male	Female
<u>MRSI/Cornerstone</u>	60.9%	39.1%
<u>Carbon County Counseling Center</u>	44.4%	55.6%
<u>Big Horn Counseling</u>	45.8%	54.2%
<u>High Country Behavioral Health Center</u>	46.5%	53.5%
<u>Behavioral Health Services of Campbell County</u>	68.0%	32.0%
<u>Volunteers of America (Sheridan)</u>	61.5%	38.5%
<u>Cloud Peak Counseling Services</u>	75.0%	25.0%
<u>Cedar Mountain Center</u>	79.5%	20.5%
<u>Pathfinder</u>	63.8%	36.2%
<u>Fremont Counseling Service</u>	50.0%	50.0%
<u>Curran-Seeley Foundation</u>	71.4%	28.6%
<u>Volunteers of America (FCCC)</u>	79.2%	20.8%
<u>Northern Wyoming Mental Health Center</u>	50.6%	49.4%
<u>Southwest Counseling Service</u>	66.3%	33.8%
<u>Peak Wellness Center</u>	63.7%	36.3%
<u>Central Wyoming Counseling Center</u>	60.5%	39.5%
Agency Average	61.7%	38.3%

## Consumer Survey 2014

### Race/Ethnicity:

Answer Options	Response Percent	Response Count
African American/Black	2.7%	30
Asian/Pacific Islander	0.5%	6
Caucasian/White	82.1%	915
Hispanic	11.0%	123
Native American/Alaskan Native	8.0%	89
Other (please specify)		4
<b><i>answered question</i></b>		<b>1114</b>
<b><i>skipped question</i></b>		<b>88</b>



## Consumer Survey 2014

### Race/Ethnicity:

Answer Options	Response Percent	Response Count
African American/Black	2.7%	30
Asian/Pacific Islander	0.5%	6
Caucasian/White	82.1%	915
Hispanic	11.0%	123
Native American/Alaskan Native	8.0%	89
Other (please specify)		4
<b>answered question</b>		<b>1114</b>
<b>skipped question</b>		<b>88</b>

	African American/Black	Asian/Pacific Islander	Caucasian/White	Hispanic	Native American/Alaskan Native
MRSI/Cornerstone	9.1%	4.5%	81.8%	9.1%	0.0%
Carbon County Counseling Center	3.8%	3.8%	61.5%	26.9%	7.7%
Big Horn Counseling	0.0%	0.0%	79.2%	20.8%	0.0%
High Country Behavioral Health Center	2.4%	0.0%	97.6%	1.2%	2.4%
Behavioral Health Services of Campbell County	2.6%	0.0%	84.2%	13.2%	0.0%
Volunteers of America (Sheridan)	0.0%	0.0%	67.3%	12.2%	30.6%
Cloud Peak Counseling Services	0.0%	0.0%	68.4%	31.6%	15.8%
Cedar Mountain Center	0.0%	0.0%	97.5%	0.0%	5.0%
Pathfinder	7.7%	0.0%	69.2%	26.2%	1.5%
Fremont Counseling Service	0.0%	0.0%	85.2%	0.0%	14.8%
Curran-Seeley Foundation	3.7%	0.0%	87.0%	7.4%	1.9%
Volunteers of America (FCCC)	0.0%	0.0%	15.4%	0.0%	84.6%
Northern Wyoming Mental Health Center	2.2%	0.0%	90.1%	6.6%	9.9%
Southwest Counseling Service	1.3%	0.0%	83.1%	14.9%	1.3%
Peak Wellness Center	3.8%	0.5%	84.9%	11.9%	7.0%
Central Wyoming Counseling Center	3.1%	1.6%	82.8%	9.9%	6.8%
Agency Average	2.5%	0.7%	77.2%	12.0%	11.8%